

MIDLANDS PARK

HOTEL

Job Description

Position Kelly's Steakhouse Supervisor

Department Management

Reports to Kelly's Manager.

Main Purpose of the Job

The Kelly's Steakhouse Supervisor must understand all the inner workings of the Kelly's Restaurant. The Kelly's Supervisor is expected to have a wide knowledge of their department, solid organizational and leadership skills. To ensure the provision of friendly and efficient beverage service to all guests, in a clean and hygienic environment, ensuring that all staff complies with Company and Legal legislation. To monitor and control all bar stocks and monies.

Key Duties:

- Help support and drive the Vision, Mission and Purpose of the Midlands Park hotel.
- Live to and embody the Midlands Park Hotel Values.
- Achieve the Midlands Park Hotel competencies.
- Strong leadership skills
- High level of responsibility and accountability
- Solid communication, and organizational skills
- Adhering to Deadlines & Targets
- Anticipate all guest needs and respond promptly & accordingly.
- Establish and maintain standards for customer service.
- Maintaining and resolving all cashiering issues in a timely manner in line with the finance departments requirements.
- To ensure cashiering discrepancies, accuracy of floats is recorded. Adherence to tills balanced per shift. All waste figures inputted into the POS system daily. All figures must be explained and accounted for.
- Stock control – to ensure bars are prepared for monthly stocktake.
- To ensure that all equipment in your area is regularly serviced and any faults/breakages are actioned immediately to be rectified.
- Support staffing requirements for Kelly's Steakhouse Restaurant appropriately in line with business needs.
- Attend to employee behaviour, appearance, and performance.
- Assist in carrying out Departmental Training when required.
- Assist in conducting daily meetings to ensure that all the team are updated on any challenges or training required.

Responsibilities:

1. To ensure that all staff report for duty on time and dressed in full uniform to the required company standard.
2. To ensure that adequate staffing levels for all restaurant areas are adhered to in order to meet business levels.
3. To compile an effective and efficient duty roster ensuring the fair allocation of days/weekends off to all staff.

4. To ensure that the restaurant area cleanliness is maintained to a high standard both to front and back of restaurant area.
5. To ensure compliance, always, of all relevant legislation relating to weights and measures, licensing and underage drinking.
6. To ensure the accuracy of floats by checking them daily and reporting immediately any discrepancies to the Manager on Duty.
7. At the end of each duty shift - you must ensure that all floats/cash balance - over-rings etc are explained and accounted for.
8. To ensure that correct till operations are adhered to and that all staff use their pre-allocated till cards and ensure the issuing of receipts to all guests.
9. To ensure that all equipment in your area is regularly serviced and any faults/breakages are actioned immediately to be rectified.
10. To carry out skills training with all staff to the approved standards to ensure that these standards are performed on a consistent basis.
11. To ensure that all new employees receive a full departmental induction into their area.
12. To attend meetings/training sessions as required.
13. To ensure that all staff perform their duties in a friendly efficient and courteous manner to customer and colleagues alike.
14. In the event of a special function/event to ensure that all staff is fully briefed as to requirements, payment, and type of guest etc.
15. To comply with company legislation regarding.
 - a. Fire.
 - b. Health and Safety.
 - c. Hygiene.
 - d. Customer Care.
 - e. Security.
16. To read, understand and carry out your responsibilities as defined in the Health and Safety Statement and Staff Handbook.
17. To carry out any reasonable requests by Management.

I have read and understood what my duties and responsibilities are.

Employee Signature

Date

Manager Signature

Date