

# Food & Beverage Outlet Supervisor



SHERATON  
EST. 1937

## Job Details

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Position Type: Full Time  
Salary Range: Negotiable  
Job Shift: AM / PM  
Reports To: Director of Food & Beverage Outlets

## Description

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### JOB SUMMARY

Areas of responsibility include Outlet Restaurants/Bars both AM/PM, if applicable. Supervises daily restaurant operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods. Strives to continually improve guest and employee satisfaction and maximize the financial performance in areas of responsibility. Determines training needed to accomplish goals, then implements plan.

### CORE WORK ACTIVITIES to work closely with Food & Beverage Outlet Director on the following:

- Maintain highest standard of quality food and beverage service.
- Achieve budgeted expenses and revenues and maximize profitability related to the food and beverage outlets.
- Maintain strict guidelines and standards for staff appearances, hygiene and professionalism.
- Develop short-term and long-term financial and operational plans for the food and beverage outlets.
- Increase level of guest satisfaction by delivery of an improved product through employee development, instruction and training.
- Manage in compliance with established resort policies and procedures.
- Maintain procedures for security of monies, i.e. staff banks, credit control and handling of financial transactions.
- Maintain inventory control procedures. Work with our Purchasing Director on cost controls, inventory, specials, etc.
- Receive departmental related guest complaints and ensure corrective action is taken.
- Responsible for interviewing and hiring of staff, when needed.
- Responsible for 60 day and annual performance evaluations, when needed.
- Participate in weekly department operational meetings.
- Take initiative in all aspects for implementing, improving and upgrading service standards and systems.
- Assist and react to problems with respect to revenue control in all food and beverage outlet functions.
- Must ensure financial success within outlets while adhering to budget guidelines in overall expense, cost of payroll and product expenses.
- Must work closely with banquet staff, culinary staff and sales staff to ensure strong communication and working relations and daily coordination.
- Must be able to realize the important aspects of the daily operations on a day-to-day basis.
- Assume responsibility for guest compliance with all hotel rules and policies regarding all food and beverage functions.
- Implement hotel programs and manage the operations of the Restaurants, as required to ensure compliance with SOPs, safety regulations to ensure optimal level of service, quality and hospitality are provided to the guest(s).
- Perform various other duties as assigned in a professional and timely manner.
- Performs other duties, as assigned, to meet business needs.