

The Savoy at 21C Museum Hotel

AM Restaurant Supervisor / Junior Manager

Reports To: Food & Beverage Director

Supervises: 10 to 20 Front of House Teammates

General Purpose: The AM Restaurant Supervisor manages the daily operations of the restaurant, including the selection, development, and performance management of Breakfast & Lunch FOH teammates. In addition, they oversee the inventory and ordering of supplies, optimize profits and ensure that guests are satisfied with their dining experience.

Specific Responsibilities:

- Ensures the highest and most efficient level of service expected by the guest.
- Ensures the restaurant is staffed sufficiently for each meal period.
- Works to keep staff morale high.
- Rolls up sleeves and willing to 'get dirty' in an effort to keep standards high, or to cut staff where possible and save the restaurant money.
- Train, train, and train staff some more. Give verbal and written quizzes often.
- Ensures all employees are following service standards.
- Identifies ways to operate more efficiently, cut costs and drive revenue.
- Ensure cleanliness (of staff, restaurant).
- Creates a total awareness of in-house VIPs and review names with staff members during pre-service meetings.
- Constantly seeks improvement in self, staff, and the company.
- Cultivates a following of regulars.
- Reports to work on time and ready to work scheduled shift.
- Maintains a positive, friendly attitude with staff & guests.
- Maintains a clean, orderly appearance of the restaurant service area.
- Ensures proper uniforms/dress for all staff.
- Assists/execute any and all tasks as assigned by F&B Director.
- Leads training program for all AM new hires.
- Implements training policies, schedules for new hires.
- Keeps all training documents up to date and accessible.
- Communicate status of re-training needs for new hires and other teammates to rest of FOH team.
- Implements and administers employee reward program (contests & gift cards).
- Interviews potential employees/hiring.
- Maintains and enforces steps of service protocols and standards of service.
- Completes new hire paperwork to submit to HR.
- Completes and submits Personnel Action Forms for all teammate gains/losses/status changes
- Reviews and approves time clock activity
- Attends daily and weekly meetings as required.

Qualifications:

- Competent with Windows-based computers and Microsoft Office and familiar with industry standard software.
- Demonstrates enthusiasm for all things 21c.
- Must pass a background check.

Experience:

- Two years in a high quality restaurant operation.
- Minimum one year training/leadership/management experience.
- Strong F&B knowledge acquired through a combination of education, work and pure curiosity.