



Food and Beverage Supervisor Position Description

Reports to: Food and Beverage Manager

Position Summary: Oversees the service of members and guests in the dining rooms, aids in greeting and seating guests; maintains order and cleanliness; assures that member satisfaction standards are consistently attained; supports the service staff as needed.

Essential Functions:

- Greets Members/Guests immediately with a friendly and sincere welcome. Remains welcoming and attentive, especially during heavy guest activity.
- Oversees the dining room and staff and effectively delegates responsibilities to staff to ensure efficient service.
- Monitoring and supporting the hostess, greeting and seating as needed.
- Pre-arranges seating charts for dining room and ensures servers arrive on time and ready to work. Ensures that opening and closing duties are performed correctly.
- Assists Servers in delivering water and drinks to guests if servers are unable to.
- Closely monitors the kitchen's output for quality and correctness; helps to run food and expedite as needed.
- Opens and closes dining rooms, checking that dining room is clean of debris, dirty dishes and utensils; controls sound and lighting system for dining room. Continues this diligently throughout the shift.
- Does the paperwork required for each shift, opening and closing computers as needed.
- Listens and responds to guest inquiries using a positive and courteous demeanor.
- Answers questions and offers assistance giving accurate information regarding outlet hours, other club services, directions to local attractions or function rooms, car rentals, airline shuttle service, etc.
- Touches each table in each dining room at least once.
- Learns the members' names and preferences.
- Familiar with Dress Code requirements and how to deal with infractions.
- Up-sells daily specials to all members and guests.
- Suggests when additional service supplies and small equipment are needed.
- Reports issues, comments or complaints to the F&B Managers immediately.
- Performs all other duties as assigned by employer.

Qualifications and Skills:

Education: Any combination of education, training and experience equivalent to a college degree OR that provides the required knowledge skills and abilities.

Experience: Previous food and beverage experience or customer service experience is required.

Required: Personable and professional demeanor; business attire; ability to stand and walk for long periods of time; excellent organization, communication and attention to detail.

How to apply:

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