



Job Title	Restaurant Supervisor
Location	aha The Rex Hotel, Knysna
Objective	Assists the Food & Beverages Manager or General Manager to supervise the operation and administration of the outlet operations to sustain high level of standards on food and beverages quality, service and to maximize profits through excellent customer service.
Key Areas	<ul style="list-style-type: none"> • Attend from time to time meetings such as managers meeting, department meetings, staff meetings, etc. • Participate in community public relations for the restaurant and the hotel. • Participate in menu planning and implementation of new dishes. • Recruit, train, and supervise restaurant staff. • Create and maintain staff schedules, ensuring adequate coverage during peak hours. • Good knowledge and use of software programs such as Word, Excel, Publisher, PowerPoint and/or Outlook Express. • Address customer concerns or complaints promptly and professionally. • Monitor and maintain service standards to exceed customer expectations. • Properly execute end of night revenue closeouts including all reports. • Requisition supplies to have an adequate supply on hand for the following shifts. • On occasion, participate in inventory procedures. • Open and close shifts in accordance with instructions. • Manage associate relations during each shift, addressing issues such as call-offs, tardiness, and last minute daily challenges by finding effective solutions. • Ensure all employees are following the correct break procedure. • Monitor inventory levels, place orders, and manage stock rotation. • Collaborate with the kitchen team to maintain food quality and safety standards. • Guarantee adherence to health and safety regulations and sanitation standards. • Conduct regular inspections to maintain a clean and safe environment. • Communication through daily log book. • In emergencies, perform in the capacity of any position supervised. • Perform other duties and responsibilities as assigned or required. • Sharing responsibility for all Policies regarding the audit requirements of- Internal audit Procurement audits Hygiene audits- Risk Audit (sections relating to F&B Department) Mystery Guest results and Guest Questionnaire feedback through tracking system Staff performance Quarterly result. • Acting on the results of the above audits in order to achieve set departmental targets. • Accountable for Food and Beverage control and the related results of the restaurant/s. • Ensuring that all laws, regulations, licenses and policies pertaining to the operation of the restaurant/s are adhered to.

- Ensuring that standards are maintained in the restaurant/s at all times in relation to service delivery and hygiene requirements.
- Ensuring that buffet is cleared within prescribed time after service closure.
- Assisting with producing reports on the aspects of the F&B Department in terms of the policy and directives issued by the General Manager.
- Assisting with proactively communicating market trends and possible changes in guest preferences and expectations on F&B offering to the Food and Beverage Manager and General Manager at mandated meetings
- Assisting with standardising portions used and shares responsibility for the controlling of food, beverage and labour costs within set norms within the department.
- Contributing to ensuring that guest satisfaction is established and maintained by the employees of the restaurant/s.
- Contributing to maintaining appropriate staffing levels across the restaurant/s.
- Contributing to identifying and implementing employees training schemes to ensure that standard company operating standards and procedures and employment equity targets are met.
- Contributing to developing menus and menu prices, beverage lists and beverage prices with the aim of achieving maximum sales and meet or exceed budgeted profit percentages.
- Completing specified employee appraisals at regular intervals.
- Sharing responsibility for performance management of departmental staff.
- Contributing to ensuring that all reports associated with the restaurant/s are produced on time and are accurate.
- Supplying relevant information to other departments timeously to assist them in planning and running their departments.
- Keeping records and maintaining filing systems within the restaurant/s.
- Ensuring that the service side stations are fully stocked at the commencement of service and that they are replenished and kept clean and orderly throughout service.
- Knowing the menu items and daily specials and seasonal foods in complete detail in order to be able to describe and sell to the guests. Also ensures that the staff member is aware of these items.
- Ensuring that uniform standards are adhered to and that staff members are clean and well groomed.
- Liaising with the Kitchen regarding any changes and passes on information to the staff.
- Ensuring that tables are set in accordance with established standards ensuring that silverware, china and linen is clean, polished and in good condition.
- Ensuring that food and beverages are served in the established service style.
- Satisfying guest complaints and requests or, if unable to do so, ensures that problems are promptly reported to the Food and Beverage Manager.
- Responsible for the standard of cleanliness and hygiene in the restaurant/s.
- Ensuring that routine and special maintenance of the restaurant/s physical facilities are performed timeously and without negatively impacting on the guest experience.



	<ul style="list-style-type: none"> • Exhibiting a professional appearance and attitude in a manner which will enhance the guests' experience and satisfaction. • Ensuring that revenue is collected and deposited in the correct manner. • Ensuring that the guest bills are correctly compiled and presented to the guest in the established manner. • Attending meetings and training sessions as directed. • Being familiar with the Hotel fire and safety procedures and how to operate the firefighting equipment. • Ordering of items required for smooth running of the restaurant/s before service commences. • Completing checklists for the restaurant/s and ensures that the number of covers and the revenue made is properly recorded in the system. • Ensuring pre and post service briefings occur • Allocating stations to service staff. • Ensuring that all guests receive attention within three minutes of being seated and that they continue to receive attention throughout their time in the Restaurant/s. • Performing additional duties as instructed by the Food and Beverage Manager.
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MINIMUM REQUIREMENTS	COMPETENCIES
<ul style="list-style-type: none"> • Grade 12/Matric • Hospitality Management Diploma or related qualification • Minimum of 3 years' experience in a similar environment • Solid Computer Skills specifically MS Office, Opera / APEX & Micros 	<ul style="list-style-type: none"> • Computer literacy • Customer orientation • Team work & cooperation • Attention to detail • Time management skills • Ability to work under pressure • Results orientated • Planning & organising • Sound Business Communication Skills

Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to Millerk@aha.co.za on or before the 27th January 2025.

