



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Restaurant Supervisor
<b>REPORTING TO:</b>	Operations Manager
<b>LOCATION:</b>	Dublin 4
<b>CONTRACT TYPE:</b>	Full Time

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### **SUMMARY:**

We are seeking a detail-oriented, reliable, and experienced Bar and Restaurant Supervisor to join our growing team. In this position, you will play a key role in managing all aspects of our dining offerings. You will be expected to deliver a high-quality experience to our members and motivate staff to ensure excellent customer service. You will be responsible for maintaining quality and increasing profitability. Exceptional supervisory skills and a strong understanding of customer service are a must.

### **OVERALL RESPONSIBILITY:**

- To assist the Operations Manager in the day to day operation of the bar and catering facilities.
- To achieve exceptional customer service and ensure that customers have a pleasant dining experience.

### **MAIN DUTIES & RESPONSIBILITIES:**

- Manage Bar and Restaurant staff's work schedules ensuring smooth rotation of shifts.
- Motivate, guide, and encourage waiting staff to ensure they meet their full potential.
- Provide leadership to all bar and catering staff in the provision of superior levels of customer care.
- Train all new staff and provide ongoing training as required for all staff.
- Cover for Manager as required.
- Manage relationships with members and visitors maintaining a positive working environment with open channels of communication.



- Monitor stock and ensure that all food supplies and other restaurant essentials are adequately stocked.
- Order stock and supplies as required.
- Monitor the restaurant's cash flow and settling outstanding bills.
- Cash up at end of shift.
- Ensure customer satisfaction through promoting excellent service.
- Resolve customer complaints in a tactful and professional manner and escalate if necessary.
- Adhere to HACCP regulations at all times.

#### **PERSON SPECIFICATION:**

- Minimum of 2 years proven experience working as a supervisor in the hospitality industry.
- Strong working knowledge of food and beverage service.
- Ability to multitask and work efficiently under pressure in a fast paced environment.
- Ability to prioritise workload as the need arises.
- Open and warm with excellent communication and interpersonal skills.
- Organised, with excellent attention to detail and the ability to multi-task.
- Flexible and able to work as part of a team and individually.
- Strong supervisory skills.
- Exceptional customer service skills.
- Pleasant disposition.
- Maintain hygiene and dress code standards in line with company policy.
- Experienced and trained on HACCP.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Club at any time after discussion with the post holder.

If you are interested in applying for this position, please send your current CV directly to [noeleen@elpark.ie](mailto:noeleen@elpark.ie)

**Closing date is 5 pm Friday 02 June 2023**