

CnD Specialties, Inc.
d/b/a Eden Café, Eden Catering, Eden Grill & Wild Goose Cafe
Position Description

JOB TITLE: RESTAURANT WAIT STAFF SUPERVISOR

REPORTS TO: Restaurant and Eden Catering Manager and Asst. Manager, and Officers of Corporation

SUMMARY:

Work and communicate with Owners, Restaurant and Eden Catering Manager and Asst. Manager, and all employees to work together as a team to provide the best customer service possible. Work to achieve company goals to ensure the company's share of market and profitability from service and products offered. Train and supervise dining room employees. Follow Safe Food Handling and Beverage Operator License procedures in taking orders, preparing, and serving food and beverages to patrons at tables or to those picking up orders.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following:

- **Service to our customers and Satisfaction of our customers is 1st priority.**
- **Must be available weekends.**
- Work closely with Restaurant & Eden Catering Managers and Assistant Managers in all essential duties and responsibilities.
- Recruit, hire, train, and consistently provide coaching (teaching & directing) of all wait staff in preparation, garnishing and presentation of food, beverage operation, service, sanitation, cleaning, equipment use, and safety procedures for continuous improvement of all staff.
- Coordinate workers and work procedures to ensure quality standards and service through the use of additional training, progressive disciplinary write-ups, evaluations and termination of employee(s) if applicable.
- Coordinate purchases or requisitions for foodstuffs, checking the quality of raw and cooked food products to ensure that standards are met.
- Requisition, purchase, equipment and small ware to ensure quality and timely delivery of services. Arrange for equipment repair and maintain proper preventative maintenance checks.
- Compile and perform various financial activities such as preparing cash receipts, cash on hand, credit card settlements, etc. at the end of the day or shift for balancing purposes.
- Inspect supplies, equipment, and work areas to ensure conformance to established standards.
- Work with Owners and all other company managers to plan, direct, and coordinate the marketing of overall company's products and service.
- Resolve and log all service and/or product shortages and negative related issues. Have the ability to handle complaints, settle disputes, and resolve grievances and conflicts.
- Advise Owners, Restaurant and Eden Catering Manager and Asst. Manager of any personnel situations or policy violations having any adverse effect on restaurant operation.
- Report all accidents, maintenance issues, and customer incidents to Owners, Restaurant and Eden Catering Manager and Asst. Manager immediately and complete proper paperwork as required.
- Communicate career opportunities to Owners, Restaurant & Eden Catering Manager and Asst. Manager and staff.
- Provide service to all customers according to the Restaurant & Eden Catering Manager and Asst. Manager, Cook & Prep, Wait Staff, and Dishwasher/Cleaner Position Descriptions.
- Knowledge of all aspects of CnD Specialties, Inc. – different businesses, products, and services available to customers.
- Others duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PERSONAL CHARACTERISTICS

Position requires: being able to work alone as well as with others; maintain high levels of dependability, integrity, and honesty; ability to be safety conscious and flexible (able to adapt to change); be able to work the days and hours required – based on the demands of business and store. **MUST BE PLEASANT, OUTGOING WITH A SENSE OF HUMOR, AND HAVE A DESIRE TO SERVE OTHERS!**

EDUCATION and/or EXPERIENCE:

Possess a High School Diploma or equivalent plus two years related combination of education and experience in restaurant service.

COMPUTER, CASH REGISTER, and OTHER EQUIPMENT SKILLS:

Possess basic computer skills for use of computer software and cash register. Have the ability to use office equipment such as calculator, copier, fax machine, credit card machines & telephone. Also must have the ability to properly set up and provide maintenance and service to all other food or beverage related equipment.

LANGUAGE SKILLS:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, training and procedure manuals. Also have the ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Must have the ability to use basic arithmetic to calculate figures and amounts such as discounts and percentages and end of shift reports. Ability to prepare guest checks and calculate monetary exchange.

REASONING ABILITY:

Must have the ability to understand and implement responsibilities as an employee the responsibilities of the organization outlined in the Employee Manual and apply instructions furnished in written, oral, or diagram form. Must be able to resolve job-related problems, set priorities for self as well as others, and keep things organized.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, physical activities will require considerable use of arms and legs and moving your whole body such as; use of hands and fingers to write, use cash registers, calculators, credit card machines, produce and serve product; talk and hear; stand, walk, stretch, stoop, reach and be able to stand for a minimum of eight hours at a time; lift and stock cases of beverages and groceries up to 40 lbs.; handle multiple tasks simultaneously and manage time well; reliably get to and from work.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.

Disclaimer: The list of Requirements, Duties, and Responsibilities is not exhaustive, but is merely the most accurate list of the current job. Management reserves the right to revise the Position Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments).