



Private Management for Public Facilities

POSITION DESCRIPTION

JOB TITLE: Restaurant Supervisor	COMPANY: SMG
DEPARTMENT: Food & Beverage	FACILITY: Chesapeake Energy Arena Cox Convention Center
REPORTS TO: Restaurant Manager and the Assistant Director of Premium Services	FLSA: PT-Hourly

POSITION SUMMARY:

This position assists the Restaurant Manager during service operations at the Budweiser Brew House, Old#7 and The Blue Bistro at the Chesapeake Energy Arena and Cox Convention Center. This position is to help maximize organization, service and overall F&B standards in the above named outlets.

POSITION RESPONSIBILITIES:

- Assist the Restaurant manager in training and supervising front of house staff members.
- Supervise the floor during meal service and ensure that all standards set forth by SAVOR...
- Ensure that all checklists, requisitions and proper opening and closing duties are completed for each shift.
- Communicate effectively both verbally and in writing, to provide clear direction to the staff.
- Observe performance and encourage improvement where necessary
- Ensure staffing levels for all outlets are accurate based Event and business needs.
- Organize and make sure staff is present for pre-shift and department meetings.
- Communicate with the staff on pertinent information such as menu changes, equipment issues, reservations and guests special needs.
- Ensure that all steps of service, policies and procedures outlined in the SAVOR Employee Manual are followed on a daily basis.
- Learn and utilize the current Point of Sales system
- Follow proper cash handling protocol if needed
- Communicate with all guests with a clear and kind tone and make every effort to resolve and conflict to ensure the guests highest satisfaction.
- Communicate and move throughout the restaurant and kitchen areas to visually monitor and take actions to ensure food quality and service standards be met. Give guidance when needed.

WORK CONTACTS:

Daily contact with the Restaurant Manager, Assistant Director of Premium Services and the Director of Food & Beverage.

SUPERVISORY RESPONSIBILITIES:

- Maintain cleanliness of all outlets on a daily basis including the proper functionality of all front of house needs.
- Ensure maintenance of equipment by alerting the Restaurant Manager of items that are in need of repair.
- Conduct competitive research on food, equipment and point of sales systems training and trends.
- Attend mandatory meetings as needed
- Support the entire Food & Beverage Department when and as needed

PHYSICAL EFFORT:

This position requires minimal stooping, lifting and substantial walking. All employees must maintain an neat, clean and well-groomed appearance.

WORKING CONDITIONS:

Must be able to work in a high volume fast paced environment

MINIMUM REQUIREMENTS:

- Minimum of two years fine dining, full service restaurant experience, supervisory role preferred.
- Advanced skills in Restaurant Point of Sales experience
- Must have or be able to obtain a ABLE Liquor License
- Advanced oral and written communication skills.
- Excellent organizational and possess the ability to undertake and complete multiple tasks.

TO APPLY:

Apply online at our website:

<https://recruiting.adp.com/srccar/public/RTI.home?d=External&c=115275&d>

Applicants who need a reasonable accommodation to complete the application process may contact (405) 602-8500.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.