



**Tahoe Donner Association
Job Description**

Job Title: Floor Supervisor
Job Code: 167
Department: Winter Food & Beverage - 180
Reports To: Winter Food & Beverage Manager
Class Code: 9184
FLSA Status: Non-exempt
Salary Level: Hourly
File Name: Floor Supervisor Downhill Ski Area.doc
Prepared Date: 9/29/16

SUMMARY

Under the direction of the Winter Food & Beverage Manager, the Floor Supervisor is responsible for overseeing service of food and beverage in the cafeteria, bar and barbecue areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to customers, employees and business partners.
- Maintain a working knowledge of the Association rules and enforce them accordingly.
- Keep facility clean and free of hazards, debris, and trash. This aspect of the job often includes other custodial duties.
- Assist or perform when necessary food prep, food service, bar prep, bar service, barbecue prep, barbecue service and cashiering duties.
- Assist with special events.
- Oversee all aspects of the food and beverage department in the absence of the food and beverage manager.
- Trouble shoot employee and customer concerns.
- Order and stock items for the department when necessary.
- Make change for cashiers and bar and keep manager safe balanced at all times.
- May be required to assist in scheduling of staff and updating payroll.
- Oversee or assist in safety training and staff meetings.
- Responsible for assisting with the disciplining and follow-up of employees by following Association policies.
- Coach employees on hygiene requirements and mandatory food handling procedures.
- Recognize and support a positive work environment.
- Take inventory as necessary.

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.

EDUCATION and/or EXPERIENCE

One year certificate from college or technical school; or two years related experience and/or training in the food and beverage industry; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

