



Tahoe Donner Association Job Description

Job Title: Floor Shift Supervisor - The Lodge
Job Code: 167
Department: The Lodge
Reports To: Lodge General Manager
Class Code: 9079
FLSA Status: Non-Exempt
Salary Level: Hourly 16
Pay Range: \$15.59 – \$21.34 per hour
File Name: Lodge Floor Shift Supervisor.doc
Prepared Date: 05/15/10, updated 5/10/11, 4/11/15, 10/15/15, 4/15/17

SUMMARY

The Lodge Floor Shift Supervisor is responsible for supervising food & beverage service in bar, dining room and other designated areas, which may include assisting with the Marco Polo Grill, the snack bar, and any other assigned locations. The Lodge Floor Shift Supervisor focuses primarily on The Lodge lunch and dinner service as well as all factors pertaining to the front of house staff.

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

GUEST FOCUS

Provide excellent service to association members, guests, employees and customers.

Report to Lodge General Manager the degree of customer acceptance of The Lodge product, service and experience. Follow protocol for continuing the comment card program, make sure The Lodge is kept stocked with cards and that staff is following proper protocol for distribution and collection of information.

Interact with as many customers of the restaurant as possible, (Lodge protocol is to try and meet with every guest to see how their experience went before they leave the building) to ensure they had a pleasurable experience.

Assist with special events and make sure all details of events are clearly defined and explained to staff.

Troubleshoot employee and customer concerns. Communicate problems and solutions with the Lodge Management staff.

EMPLOYEE FOCUS

Ensure compliance with Employee Meal Procedure; prevent abuse of this privilege by employees.

Assist in maintaining employee line-up notes and daily lineup.

Direct, motivate, and assist in disciplining all assigned front of the house staff. Assist with enforcing employee shift change and employee time off requests in accordance with Lodge protocol.

Participate in established safety and sanitation programs for employees. Assist with recording of staff signatures on proper form that is to be turned in to the safety coordinator.

Enforce front of the house floor staff operational duties. Provide suggestions to managers for improvements.

Instruct, assign, motivate and work with scheduled staff, in compliance with Tahoe Donner Association Policies and Procedures as well as applicable laws.

Coach employees on personal hygiene requirements and mandatory food handling and alcohol service procedures.

Recognize and support a positive work environment.

OPERATION FOCUS

Maintain current knowledge of, implement and enforce Association policies, procedures, rules and regulations.

When supervising a floor shift, make sure that TDA and Lodge protocol are followed and enforced.

Must maintain professional appearance at all times while working.

Along with other management team will assign staff continual projects to assist in maintaining cleanliness of the restaurant.

Clearly describe, assign, and delegate responsibility to the various employees under supervision.

Enforce controls and reporting systems to maintain and improve food quality, service, and merchandising to increase sales and profits.

Monitor desired standards of quality including food & drinks, service, cleanliness, and promotions.

Work with management team to manage the restaurant service consistently, efficiently & effectively.

QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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

Four years of related experience and/or training in the food and beverage industry including, serving, bartending and cash handling experience; or equivalent combination of education and experience. Experience with Microsoft Office products and specialized restaurant computerized POS systems including ALOHA is preferred.

