



**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
Prepared Date: 05/15/10, updated 5/10/11, 4/11/15, 10/15/15, 4/15/17, 3/2021

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. Must have day and night availability.

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.

CERTIFICATES, LICENSES, REGISTRATIONS

California Food handler certificate.

LANGUAGE SKILLS

Ability to respond to common inquiries or complaints from customers. Bilingual in Spanish is a plus.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to solve practical problems and deal with many variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, reach with hands and arms, and taste or smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate to loud.

SUPERVISORY RESPONSIBILITIES

Directly supervises more than 10 employees including bartenders, wait staff, and assistants. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems. Ensures the facility is ready for service.