**Role:** Floor Supervisor

**Reporting to:** General Manager/Deputy Manager/Assistant Manager

**Location of role**:

**Job Purpose:**

As Floor Supervisor, you will assist the shift manager, making sure that all restaurant operations run smoothly, including overseeing the activities of restaurant staff, expediting food orders as needed, and maintaining good working relationships with suppliers. You will assist the shift manager with all health and safety aspects of the restaurant.

Ultimately, you will ensure that our amazing customers are provided with excellent, quality food and beverages, and fast, friendly service.

**Key Responsibilities**

* Assist shift manager with the oversite of all front and back of house restaurant operations
* Providing excellent customer service, communicating with customers to ensure they are having an enjoyable dining experience and resolve any complaints/issues they may have in the correct manner
* Leading by example
* Working with food and drink suppliers
* Ensuring all food safety procedures are strictly followed according to sanitary regulations
* Following all company policy and procedures regarding dealing with cash, equipment and property
* Cleaning the kitchen and restaurant according to regulatory guidelines
* Maintaining safe working conditions
* Assist shift manager with auditing inventory levels to ensure product availability, and ordering products as necessary
* Working closely with shift manager to meet revenue objectives
* Implementing appropriate strategies to resolve adverse trends and improve sales
* Assist shift manager with the overall health and safety of the restaurant

**Essential skills and experience**

* Ability to remain calm under pressure
* Should be dependable and reliable
* Business management skills
* Exceptional organisational and leadership skills
* Knowledge of food production
* Ability to work well with others with excellent interpersonal and communications skills
* Knowledge of computers and industry technology
* Ability to work flexible hours, including nights and weekends
* Basic understanding of food preparation