



The Firs Bible and Missionary Conference Job Description

Job Title: Dining Room Supervisor
Department: Food Service
Reports to: Foodservice Manager
Prepared by: Rebekah Quinn, Personnel Manager
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SUMMARY

The employee in this position will assist the Retreat Center Food Service Director in meeting guest needs and is responsible for the coordination and supervision of all dining room activities. This includes set-up, serving and clean up of meals, special events and other food service-related events. This position is responsible for overall training of new hires and existing dining room employees, as well as the execution of dining room operations in relation to guest needs. This position will also schedule dining room staff and dish room staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned:

- Supervise buffets, banquets and family-style meals
- Be responsible for attractive and sanitary condition of Dining Room
- Ensure guests are served in a Christ-like manner
- Write schedules for both wait staff and dish crew. Adjust staffing levels for each shift to appropriately meet production and service needs.
- Obtain weekly Needs Sheet from Guest Services and adjust staffing levels as necessary, for both wait and dish room staff
- Train new employees and update training programs as needed for effectiveness. Handle training personally whenever possible and delegate only to qualified individuals
- Be willing to serve when necessary
- Remind, evaluate and reinforce procedures and best practices with current employees as needed
- Record and process meal count sheets and turn them in in a timely manner
- Agree with and sign The Firs Doctrinal Statement and Covenant, and have a general knowledge of The Firs and its ministries

SUPERVISORY RESPONSIBILITIES

Directly supervises up to 30 employees in the Dining Room and dish room. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include hiring and firing of wait and dish room staff, training

employees, planning, assigning, and directing work; appraising performance; disciplining employees and addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above 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. This position requires applicant to be available to work a flex schedule to meet needs of groups booked. Schedule will include weekdays and weekends, mornings, mid-days and evenings.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operation and maintenance instructions and procedure manuals. Ability to write correspondence and ability to speak effectively before groups of conferees or employees or organization.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret instructions furnished with written, oral, diagram, or schedule form. Ability to trouble-shoot and be flexible at a moment's notice.

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 talk or hear. The employee frequently is required to sit and use hands to finger, handle or feel. The employee is occasionally required to reach with hands and arms, climb or balance and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision 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. The noise level in the work environment is usually moderate.

POSITION CLASSIFICATION

This is a part-time, year-round position. 40 hour work week during the summer months and as needed throughout the rest of the year.