

Job Title: Manager/Supervisor

Reports to: Owner or Person-In-Charge

Responsibilities:

- Oversees the function of the employees while facilitating a team environment.
- Directs the work of employees as assigned.
- Responsible for knowing the opening and closing procedures of the restaurant as assigned.
- Utilizing knowledge of food allergies/intolerances, directs guests to safe menu items. Informs guests on foods by knowing the menu items and the ingredient listings or by referring them to the person in charge.
- Must ensure labels and signs are accurate, visible and properly displayed.
- Accountable for coverage of unexpected employee shortages.
- Responsible for cash drawer accuracy.
- Responsible for communicating accurately between front (wait staff/servers) and back of the restaurant (kitchen).
- Supports all events as assigned to include but not limited to setup, execution, clean-up and closing.
- Troubleshoots issues, concerns and feedback received from guests.
- Responsible for the oversight of maintaining the cleanliness and sanitation of the restaurant.
- Monitors dining area and communicates with guests to make certain that they are satisfied with the food and the service.
- Ensures presentation of the food, cleanliness of food holding areas, appropriate serving utensils are utilized.
- Reports malfunctioning equipment to Supervisor or Person-in-Charge
- Recycles per policy and follows procedure daily.
- Communicates effectively, works cooperatively and respectfully with a diverse set of co-workers, staff, management, and guests.
- Performs other duties as assigned.
- Complies with State of Massachusetts Hospitality Services Standards and Food Employee Illness Policy.
- Attends trainings as assigned.
- Maintains current certifications as required.

Basic Requirements:

- High School Diploma or equivalent.
- Must have proficiency with the English Language (speaking, reading, and writing).
- Two+ years of experience in commercial food service or hospitality industry.
- ServSafe certification within the first year of employment.
- Must possess basic computer skills and have the ability to learn various business applications.

- Must have basic math skills and ability to perform basic fiscal tasks. This includes, but is not limited to cash handling, analyzing digital and analog thermometers, scales, and other measuring devices.
- Must be knowledgeable of food allergies and intolerances.
- Must be able to delegate tasks and responsibilities as needed.
- Must be neat in appearance and comply with proper dress code.
- Must be able to work independently and as a team
- Must have strong multi-tasking skills.
- Must have excellent communication skills
- Must be able to work cooperatively and respectfully with a diverse set of co-workers, staff, management and guests.
- Must be able to work in a fast-paced and diverse environment.
- Must be customer service oriented.

Additional Qualifications:

- Supervisory experience.
- Previous experience in a restaurant environment preferred.

Physical Demands:

Must be able to routinely lift 50 lbs without restrictions

- Continuous: standing manual dexterity, reaching, walking, lifting, handling
- Frequent: pushing/pulling, bending, ascending and descending stairs and ladders.
- Occasional: climbing, squatting, kneeling sitting

Note: This job description may vary and change based upon the needs of the business.