

# Restaurant Wannee

## Role and Task Descriptions

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Human Resources



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# Year 1: All-round Employee

The all-round employee in the restaurant department has a diverse number of operational tasks. The roles and tasks include:

1. Customer Service:
  - a. Provide excellent customer service to ensure a positive dining experience.
  - b. Assist customers with menu choices, take orders and serve food and beverages
2. Bar Duties:
  - a. Prepare and serve a variety of alcoholic and non-alcoholic beverages.
  - b. Maintain cleanliness and organization of the bar area.
  - c. Check and restock bar inventory as needed.
3. Banqueting Support:
  - a. Assist in setting up and organizing banquet events including tables and decorations.
  - b. Serve guest during banquets and events, ensuring seamless and enjoyable experience.
4. Food Service:
  - a. Take orders, deliver food to tables, and ensure prompt and accurate service.
  - b. Collaborate with the kitchen staff to ensure timely and coordinated food service.
5. Cash Handling:
  - a. Process customer payments and handle cash and automated transactions accurately.
6. Cleaning and Maintenance:
  - a. Maintain cleanliness and hygiene in all areas including dining, bar, and banqueting spaces.
  - b. Perform routing cleaning tasks and assist in overall restaurant upkeep
7. Team Collaboration:
  - a. Work closely with other team members to ensure smooth restaurant operations.
  - b. Communicate effectively with kitchen staff, servers, and management.
8. Event Coordination:
  - a. Assist in coordinating and executing unique events and promotions.
  - b. Contribute ideas for creating a vibrant and engaging atmosphere.
9. Compliance with Policies:

- a. Adhere to health and safety regulations as well as restaurant policies and procedures.
- b. Ensure responsible service of alcohol and compliance with legal requirements

**Top characteristics for this role:**

- Ability to multitask and work in a fast-paced environment.
- Excellent communication and interpersonal skills
- Flexibility to work evenings, weekends and holidays as needed.

**Related Learning Outcomes:**

- Creates hospitable environment that guests and other stakeholders perceive as valuable safe and sustainable (LO1).
- Creates connections and build network that supports realizing organisational goals and affected communities (LO2).
- Makes well-founded decision that can be justified to stakeholders (LO3).
- Analyses guest and other stakeholders in a hospitality context anticipate effectively on their needs and interests (LO4)

## Year 2: Restaurant Supervisor

The Restaurant Supervisor plays a crucial role in supporting the overall operations of the restaurant. The roles and tasks include:

1. Team Leadership:
  - a. Supervise and lead restaurant staff
  - b. Provide guidance, training, and support to ensure a cohesive and efficient team
2. Customer Service:
  - a. Maintain high standard of customer service to ensure guest satisfaction.
  - b. Address customer concerns and complaints in a professional and timely manner
3. Operations Management:
  - a. Assist in the day-to-day operations of the restaurant
  - b. Oversee inventory management, ordering supplies and controlling costs
4. Scheduling:
  - a. Create and manage employee schedules, ensuring proper coverage during peak hours.
  - b. Monitor and management costs and budgetary constraints
5. Quality Control:
  - a. Monitor food quality and presentation to uphold restaurant's standards.
  - b. Collaborate with the kitchen staff to ensure consistency in food preparation.
6. Financial Management:
  - a. Monitor and control expenses to meet financial objectives.
7. Training and Development:
  - a. Conduct training sessions for new and existing staff
  - b. Identify areas of improvement and implement training programmes accordingly.
8. Healthy and Safety Compliance:
  - a. Ensure compliance with health and safety regulations
  - b. Implement and enforce sanitation and cleanliness standards
9. Collaboration with Management:
  - a. Work closely with the Restaurant Manager and other Food & Beverage managers to achieve overall business goals.

- b. Contribute ideas and suggestions for improving restaurant operations.
- 10. Problem Solving:
  - a. Address operational challenges and resolve issues as they arise.
  - b. Implement effective solutions to improve efficiency.

**Top characteristics for this role:**

- Strong leadership and communication skills
- Knowledge of food safety and sanitation regulations
- Ability to work in a fast-paced environment
- Excellent organizational and multitasking abilities

**Related Learning Outcomes:**

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

## Year 3: Restaurant Manager

The Restaurant Manager is pivotal in overseeing the entire restaurant operations and ensuring a positive dining experience for customers. The roles and tasks include:

1. Leadership and Team Management:
  - a. Provide strong leadership to the restaurant staff, fostering positive and efficient work environment.
  - b. Recruit, train and manage the performance of restaurant staff members.
2. Customer Service Excellence:
  - a. Ensure exceptional customer service and satisfaction
  - b. Address customer feedback and complaints with a focus on resolution and improvement.
3. Operational Oversight:
  - a. Oversee all aspects of daily restaurant operations
  - b. Monitor and manage inventory levels, order supplies and control costs.
4. Financial Management:
  - a. Develop and manage budgets with a focus on maximising profitability.
  - b. Monitor financial performance and implement strategies to achieve revenue goals.
5. Quality Control:
  - a. Maintain lofty standards for food quality, presentation, and service.
  - b. Conduct regular inspections to ensure adherence to health and safety standards.
6. Menu Planning and Development:
  - a. Collaborate with chefs to plan and develop menus that meet customer preferences and industry trends.
  - b. Monitor and analyse menu performance, adjusting, as necessary.
7. Staff Training and Development:
  - a. Implement training programs for staff to enhance their skills and knowledge
  - b. Foster a culture of continuous learning and improvement.
8. Healthy and Safety Compliance:
  - a. Ensure compliance with health and safety regulations
  - b. Implement and enforce sanitation and cleanliness standards
9. Collaboration with Senior Management:

- a. Works closely with senior management to align restaurant goals with overall business objectives.
  - b. Provide regular updates on the restaurant's performance and challenges.
10. Marketing and Promotion:
  - a. Develop and execute marketing strategies to attract and retain customers.
  - b. Collaborate with the marketing team to create promotions and events.

**Top characteristics for this role:**

- Strong leadership and interpersonal skills
- Excellent problem-solving skills and decision-making skills
- Knowledge of industry trends and a passion for the culinary arts
- Ability to work in a fast-paced and dynamic environment

**Related Learning Outcomes:**

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

