



University Students' Council – Position Description

Position Title:	FOH Supervisor, The Wave
Supervisor:	Bar Manager, The Wave
Remuneration:	\$19-21/ per hour + Health and Dental Benefits
Hours of Work:	Full time hours

OVERVIEW:

The FOH Restaurant Supervisor will oversee the activities of the service staff, expedite customers orders as required, manage reservations and large parties, and ensure the completion of restaurant closing duties and the cleanliness of the restaurant.

The FOH supervisor is heavily involved with the coaching and development of the part-time hourly FOH staff and will take necessary action to address poor staff performance. In addition the FOH Supervisor should strive to achieve exceptional customer service and ensure that customers have an amazing restaurant experience.

DUTIES AND RESPONSIBILITIES:

1. Operational

- Direct on shift management of the Wave dining room. This includes managing customer flow and seating, reservations, large party execution, food & beverage quality control and overall customer experience
- Work hands- on expediting food from the Kitchen and support behind the Bar/Floor as business volume and staffing level dictate
- Ensure daily execution of the USC's Safe Alcohol program at the Wave. This includes maintaining daily logs, conducting reporting, working with third party security and ensuring all staff are following SmartServ training and upholding all AGCO, USC and Western Alcohol Policies
- Ensure completion of all Wave closing duties. Using the daily restaurant closing checklist, ensure that all equipment is turned off, doors are closed & locked and all cleaning / stocking duties are completed
- Ensure all onshift catering is set up and executed to meet customer specifications and delivers on all details communicated on the Service Agreement
- Attend all USC and Food & Beverage meetings as required
- Other duties as assigned

2. Customer Experience

- Maintain fast, accurate service, positive guest experience and ensure products are consistently made to The Wave's recipe specifications and standards
- Ensure food & beverage quality and 100% customer satisfaction
- Effectively deal with and remedy any onshift customer complaints
- Strive for maximum efficiency and continual improvement of staff productivity
- Perform table visits during each shift to check in to ensure the quality of the Wave customer experience. Follow up on any consistent deficiencies with Service and Kitchen staff.

3. Financial

- Reconcile all tills and cashouts to daily sales reads and ensure the completion of all EOD financial reports
- Complete daily labour cards and make punch adjustments as required
- Ensure daily counting of all Bar products through the Wave inventory management software and follow up on any discrepancies
- Reconcile and track daily all Western One transactions and ensure all receipts are signed and free of alcohol purchases
- Process payments and track all catering billing on the POS system. Ensure they are completed on the same shift the catering or event took place

4. Student Development / Training

- Help to recruit, interview, hire and discipline when necessary, part-time FOH hourly team members.
- Develop employees by providing ongoing feedback, establishing performance expectations and ensure the completion and delivery of two performance appraisals for all Wave bar and Service staff, once per semester.
- Motivate and train all Wave FOH staff using the Wave's Learning Management System as well as provide hands-on in-person training.
- Assist in the development of all Wave FOH training materials and policies in cooperation/approval of the Bar Manager.

5. Cleaning, Maintenance and Health & Safety

- Ensure the Occupational Health & Safety Act, local health and safety codes, as well as USC Safety and Security policies are adhered to
- Promptly complete incident reports / forms for all accidents, injuries and incidents that take place in the Wave and notify Senior Manager of any incident of injury, violence, harassment or other significant occurrence
- Execute daily, weekly and monthly FOH cleaning lists
- Maintain a fun, safe atmosphere for patrons and staff
- De-escalate conflict between staff and customers, supporting Wave staff when dealing with difficult customers, attempting to discontinue the service of alcohol or dealing with an intoxicated patron
- Use third party security or CCPS to eject any unruly persons or a patron who is over intoxicated. Use the Safe Way Home program when patrons are removed from the Wave who may not be able to get home safely
- Ensure proper cleaning and preventative maintenance of the Bar / catering areas, glass dishwasher, alcohol storage areas and the dining room. These duties should be completed as set out by The Wave standard operating procedures and local public health guidelines
- Ensure all chemical safety guidelines are followed including proper chemical labelling and the use of PPE by staff
- Ensure safe lifting procedures are being adhered to during event and catering set up in The Wave.

6. Sustainability

- Ensure proper execution of all FOH recycling and composting stations. Train staff on proper sorting of compost, recycling and garbage and create a plan for waste diversion for events. Ensure clear signage is in place to ensure proper sorting of disposed items.

QUALIFICATIONS:

Skills and Abilities:

- **Computer Skills:** Must be proficient with data processing software including Word, Excel, Powerpoint, Google docs, sheets, slides and calendar. Must have the ability to utilize computerized business tools such as email, learning management systems, POS, inventory management software and other appropriate online tools.
- **Business/ Math Aptitude:** This position requires excellent business and math skills with the ability to work accurately with cash, and read budgets and financial statements.
- **Communication Skills:** This position requires excellent written, verbal and group communication skills. Requires the ability to analyze, create and interpret business documents.
- **Problem Solving/ Decision Making Skills:** This position requires strong problem solving and decision making skills, and the ability to be flexible and adaptive in any situation.
- **Conflict Resolution:** Ability to remain calm and professional in a stressful fast pace work environment. The ability to de-escalate and resolve conflict with customers, Wave employees and fellow USC managers, which could involve irate or possibly intoxicated patrons or high stress situations.

Specialized Knowledge

- **Liquor License:** Knowledge of the Liquor License Act and Campus Alcohol Policies and their operational use

Education / Experience

- High School diploma or equivalent is required
- Post Secondary diploma/degree in hospitality related study is an asset
- Minimum 1 years supervisory experience in a high volume, fast paced hospitality environment
- A passion for beverage, food and service is a must

Certifications / Specialized training

- Smart Serve certification - every five years or less
- First Aid Certified
- Food Safety Certified (Basic Food safety Certificate)
- WHMIS Certified

Any training and certifications needed for this position will be provided by the Wave.

The USC is pleased to offer full time hours at a competitive pay rate for this position. In addition this position will receive extensive Health and Dental benefits, and a free meal during their shift!

Interested in working with our dynamic team in a fast paced environment that focuses on staying current with student trends? Apply today!

Please apply by Nov 24th using this link : <https://westernusc.forms-db.com/view.php?id=408646>

The University Students' Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.