



JOB DESCRIPTION

Wing Barn Shift Supervisor

SUMMARY:

The Shift Supervisor is responsible for managing the daily operations of our restaurant, including the performance management of employees when the General Manager is not present. In addition, they help oversee the inventory and ordering of food and supplies, when necessary, and ensure that customers are satisfied with their dining experience. The Shift Supervisor will report directly to the General Manager.

RESPONSIBILITIES INCLUDE:

Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.

Monitor labor percentage.

Manage and properly file vendors' (PFG, Sysco, Sam's, etc.) contracts and invoices.

Coordinate communication between front of house and back of house staff.

Supervise kitchen and wait staff and provide assistance, as needed.

Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.

Responsible for ensuring consistent high quality of food preparation and service.

Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.

Ensure positive customer service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied customers into return customers.

Ensure that proper security procedures are in place to protect employees, customers and company assets.

Ensure a safe working and customer environment to reduce the risk of injury and accidents.

Investigate and resolve complaints concerning food quality and service. Provide direction to employees regarding operational and procedural issues.

Gather feedback and suggestions to our menus and customer service.

Personally, prepare schedules and ensure that the restaurant is staffed for all shifts (according to management).

Arrange for new employees' proper onboarding (schedule trainings and ordering uniforms).

Stay in communication and report with the General Manager daily.

PERSONAL REQUIREMENTS:

Self-discipline, initiative, leadership ability and outgoing.

Pleasant, polite manner and a neat and clean appearance.

Ability to motivate employees to work as a team to ensure that food and service meet appropriate standards.

Must be able to handle the pressures of simultaneously coordinating a wide range of activities and recommend appropriate solutions to restaurant problems.

Must possess good communication skills for dealing with diverse staff.

Ability to coordinate multiple tasks such as food, beverage and labor cost while maintaining required standards of operation in daily restaurant activities.

ACCOUNTABILITIES:

Keeps General Manager promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.

Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with Wing Barn policies and procedures.

Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.

Performs other duties and responsibilities as required or requested.

WORKING CONDITIONS:

Hours may vary if supervisor must fill in for his/her employees or if emergencies arise (typical work week = 40-45 hours).

Ability to perform all functions at the restaurant level.

Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.

Work with hot, cold, and hazardous equipment as well as operating phones, computers, copiers, and other office equipment.