

Branch Supervisor Jobs In Abu Dhabi | Reap HR

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About the job

We are looking to hire Branch Supervisor (Store Supervisor) for one of the high-end cake & pastry outlets located in Al Ain, Abu Dhabi. To qualify for this position, you should have at least 4 – 5 years of previous experience as a Branch Supervisor in the Food & Beverage industry.

Responsibilities:

Always greets and welcomes customers promptly in a warm and friendly manner.

Always thanks and gives fond farewell to customers conveying anticipation for their next visit.

Has a good knowledge of all the items in the outlet and presentation standards.

Speaks with customers and staff using clear and professional language, and answer phone calls using appropriate telephone etiquette.

Can answer any questions regarding items

Monitoring CCTV cameras.

Handling customer queries.

Always applies service techniques correctly always, and serving Food & Beverage items with enthusiasm.

Records transactions / orders in Point of Sales systems at the time of order.

Communicates with the kitchen regarding any questions.

Checks with guests to ensure satisfaction.

Is responsible for clearing, collecting and returning food and beverage items to proper area.

Maintains cleanliness of work area throughout the shift.

Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly.

Performs shift closing on the Point of sales terminal and tally cash and credit card settlements.

Ensures that the outlet is always kept clean and organized, at both the front as well as the back of house areas.

Ensures that outlet brand standards and SOPs are consistently implemented.

Works with fellow staff and manager to ensure that the outlet achieves its full potential.

Completes the daily responsibilities that are set for individual shift.

Completes closing duties, including restocking items, turning off lights, etc.

Conducts monthly inventory checks on all operating equipment and supplies.

Take an active role in coaching and developing junior staff.

Performs any other duties related to food and beverage service assigned by the manager.

Assists Assistant Manager/ Manager in conducting daily shift briefings to update and disseminate relevant information to colleagues

Helps minimize waste, breakages and mishandling of supplies and equipment

Other tasks as assigned

Requirements Experience: 4 – 5 years experience in the Food & Beverage industry is must.

Excellent reading, writing and oral proficiency in English

Must be well-presented and professionally groomed always

Excellent leader and trainer with strong interpersonal skills and attention to detail

Ability to motivate employees to work as a team effectively and productively

Must possess good communication skills for dealing with diverse staff

Ability to coordinate and prioritize multiple tasks

Should have a pleasing personality.

Good knowledge of food and beverage service.

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