

United Arab Emirates Jobs Expertini®

Outlet Supervisor

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Company: Accor- North & Central America

Location: dubai

Category: other-general

Always greets and welcomes guests promptly in a warm and friendly manner. Always thanks and gives fond farewell to guests conveying anticipation for their next visit. Assists guest with table reservation. Assists guest while seating. Ensures guests are served within specified time. Has a good knowledge of menu and presentation standards. Speaks with guests and staff using clear and professional language, and answer phone calls using appropriate telephone etiquette. Is able to answer any questions regarding menu and assist with menu selections. Is able to anticipate any unexpected guest need and reacts promptly and tactfully. Always applies service techniques correctly at all times, and serving Food & Beverage items with enthusiasm. Serves food courses and beverages to guests. Sets tables according to type of event and service standards. Records transaction / orders in Point of Sales systems at the time of order. Communicates with the kitchen regarding any menu questions, the length of wait and product availability. Communicates additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Checks with guests to ensure satisfaction with each food course and beverages. Is responsible for clearing, collecting and returning food and beverage items to proper area. Maintains cleanliness of work areas, china, glass, etc. throughout the shift. Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly. Presents accurate final bill to guest and process payment. Performs shift closing on the Point of sales terminal and tally cash and credit card settlements. Ensures that the restaurant is always kept clean and organized, at both the front as well as the back of house areas. Ensures that hotel brand standards and SOP's are consistently implemented. Works with fellow staffs and manager to ensure that

the restaurant achieves its full potential. Completes the daily responsibilities that are set for each 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. Qualifications: Excellent reading, writing and oral proficiency in English. Experienced in all aspects of restaurant service. Must be well-presented and professionally groomed at all times. 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 pleasing personality. Good knowledge of food and beverage service.

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