**Bistro Supervisor**

**Role Overview**

The Bistro Supervisor is responsible for providing a high-quality guest experience and ensuring the Front of House team delivers excellent customer service. The Bistro Supervisor operates with a high degree of efficiency while simultaneously ensuring food quality, service and cleanliness standards are maintained throughout shifts. This position performs both supervisor and server duties depending on the demands of the business.

**Reports to:**Bistro Manager

**Primary Duties and Responsibilities**

* Ensure the supervision of the FOH team and the efficient running of the dining room.
* Ensure that all stocks and supplies are ordered in a timely fashion, so that correct stock levels are maintained and stored under optimum conditions.
* Perform Server duties when required.
* Conduct daily liquor inventory and monthly inventory as required.
* Train all servers, including the POS system and provide upselling techniques where appropriate.
* Effectively manage the volume of customers, particularly at busy times.
* Daily assess and determine appropriate staffing levels based on business demands and reservations.
* Ensure the overall cleanliness and maintenance of the dining area.
* Work as part of a team, maintaining open communication with front-end colleagues and kitchen staff.
* Ensure meeting & event set-ups are coordinated and executed properly.
* Lead the team toward achieving daily sales goals.
* Promptly attend to customer complaints in a professional and courteous manner.
* Follow and implement all food safety and sanitation guidelines and the established health and safety guidelines. Follow proper reporting procedures for accidents and incidents.
* Engage and interact with customers to create a positive experience.
* Participate in promotional activities.
* Identify and address performance issues promptly and professionally.
* Maintain a favourable working relationship with all other company employees and guests.
* Collaborate with management to ensure consistent application of policies and procedures.
* Communicate policy changes and updates to the team.
* Maintain a professional appearance, demeanour, and attitude at all times.
* Attend meetings and training courses as required.
* Always stay productive and prepare for future needs as time allows.
* Other duties as assigned.

**Requirements**

* One year of restaurant supervisory experience is preferred.
* ProServe certification.
* Proven strong customer service skills.
* Ability to communicate effectively both verbally and in writing.
* Ability to work well under pressure.
* Strong attention to detail.
* Professional appearance and manners.
* Strong work ethic and positive team attitude.

**Working Conditions**

* Manual dexterity required to use computer and peripherals.
* Overtime as required.
* Lifting or moving up to 20 lbs may be required.
* Exposure to extremely hot and extremely cold liquids, barware etc.
* Ability to work a flexible work schedule, weekends and holidays will be required, as well as mornings and evenings.