

Stingray Grill – Front of House Supervisor



INCUMBENT: Vacant
REPORTS TO: Stingray Grill Head Chef/Food Manager
LOCATION: Bowling Green, KY
STATUS: Full-time, Hourly
DATE: March 2023

DESCRIPTION

The Front of House Supervisor is responsible for the day-to-day operation of the dining room and bar in the Stingray Grill, the kiosk, and internal catering operations. This position is responsible for supervising front of house staff and reports to the Head Chef/Food Manager. The purpose of the Front of House Supervisor is to assist the Head Chef/Food Manager in all forward-facing aspects of the Stingray Grill including table service, bar service, and kiosk service. This role provides a detailed “supervisory eye” on the front of house operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise the front of house staff (host, bartender, server, kiosk attendant).
- Create and oversee staff schedules.
- Train new employees and provide ongoing training for all employees.
- Ensure opening and closing duties are completed correctly and that cleanliness and organization are maintained.
- Ensure correct operation of the POS system.
- Inventory and maintain par levels for front of house items including paper products, beverage products, and bar products within the Stingray Grill and kiosk.
- Provide excellent customer service to guests and excellent leadership to employees.
- Enforce and monitor all health, safety, sanitation standards, and alcohol awareness standards in the dining room, bar, and kiosk.
- Assist with catering functions that may require work before and after regular Stingray Grill hours of operation.
- Address and resolve guest complaints according to provided guidelines.
- Ensure the quality of products being sold.
- Work closely with BoH Supervisor/Sous Chef to provide a seamless guest experience.
- Work as “manager on duty” at least 2 days per week, ensuring all deliveries are put away properly, daily POS report is completed, the cash deposit is made, doors are locked, etc. Manager on duty responsibilities will rotate daily.
- Perform similar duties as a bartender/server/host as needed; however, it is not a tipped position.
- Responsibilities are not all-inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- Prior customer service experience preferred.
- Prior supervisory experience preferred.

QUALIFICATIONS

- Must be at least 18 years of age.
- Positive attitude and excellent communication skills.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to operate a cash register or other POS.
- Ability to stay organized and multi-task professionally and efficiently.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license is required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the Grill.
- Ability to lift and carry 25+ lbs. and push/pull 25+ lbs.