

## **Restaurant Supervisor**

### **UF4140**

#### **Job Overview:**

The Restaurant Supervisor oversees daily restaurant operations to ensure consistent service execution, compliance with operational standards, and a positive guest experience. This role provides direct on-floor leadership to restaurant staff and supports day-to-day operations within a fixed-location dining environment. The Restaurant Supervisor works closely with management, culinary teams, and service staff to maintain service standards, staffing coverage, and operational efficiency.

Restaurant Supervisors are responsible for supporting service flow, guest satisfaction, staff performance, and adherence to food safety and alcohol service requirements. Responsibilities may vary based on restaurant concept, hours of operation, and business needs.

#### **General Responsibilities:**

- Provide on-floor supervision of restaurant operations during assigned shifts.
- Support opening and closing procedures, including readiness of dining and service areas.
- Assign staff to stations and adjust coverage based on business volume.
- Conduct pre-shift meetings to review service expectations, menu updates, and assignments.
- Monitor service flow, guest experience, and overall floor performance.
- Address guest concerns promptly and escalate issues to management as appropriate.
- Ensure compliance with food safety, sanitation, HACCP (Hazard Analysis Critical Control Point), and safety standards.
- Ensure responsible alcohol service laws and policies are followed, including age verification where applicable.
- Reinforce proper uniform standards, grooming, and professional appearance.
- Support training and onboarding of restaurant staff.
- Communicate with culinary and beverage teams to support service timing and quality.
- Partner with cash operations to ensure proper cash-handling procedures are followed when applicable.
- Monitor cleanliness and organization of front-of-house areas throughout shifts.
- Assist with inventory awareness, restocking, and supply needs as directed.
- Attend required training, safety meetings, and operational briefings.
- Ensure all accidents, injuries, or unsafe conditions are reported promptly.
- Perform additional duties and responsibilities as assigned.

## **Job Qualifications**

### **Experience/Knowledge:**

- High School diploma, GED, or equivalent experience required.
- Minimum of 2–4 years of experience in restaurant or food and beverage operations required.
- Prior supervisory or lead experience preferred.
- Must meet minimum age requirements to supervise alcohol service based on local and state regulations.

### **Skills/Aptitude:**

- Strong leadership and team coordination skills.
- Ability to manage service flow in a high-volume restaurant environment.
- Strong communication and guest service skills.
- Ability to support staff during service.
- Strong problem-solving and decision-making skills.
- Ability to follow and enforce operational policies and procedures consistently.

## **License/Qualifications**

### **Certifications**

- Must maintain a valid TIPS (Training for Intervention Procedures), TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and comply with all state-specific alcohol training requirements.
- A food handler certification may be required based on state or local regulations.

### **General Qualifications:**

- Willingness to learn, grow, and take on increasing responsibility.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and service execution.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and restaurant schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended hours.
- Must comply with all dress code and safety requirements.

### **Physical Requirements:**

- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to frequently move throughout dining rooms and service areas.

- Ability to reach, bend, stoop, push, and pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Works primarily in a restaurant environment within the venue.
- Exposure to moderate to loud noise levels and fast-paced service periods.
- May be exposed to heat or cold near kitchen and service equipment.

**Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.**

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_