

Premium Food and Beverage Supervisor

UF4139

Job Overview:

The Premium Food and Beverage Supervisor oversees premium food and beverage service operations during events to ensure consistent service execution, elevated guest experiences, and compliance with operational standards. This role provides on-site leadership for premium, non-suite service areas, including clubs, lounges, premium seating areas, in-seat premium service, and hosted receptions. The Premium Food and Beverage Supervisor supports staffing, service flow, and issue resolution in high-expectation, event-driven environments.

Premium Food and Beverage Supervisors work closely with Premium Services leadership, culinary, beverage, cash operations, and suite leadership to ensure seamless coordination across premium offerings. Responsibilities may vary based on venue layout, event type, and service model.

General Responsibilities:

- Provide on-site supervision of premium, non-suite food and beverage service operations during events.
- Oversee premium service staff assigned to clubs, lounges, and in-seat premium areas.
- Conduct pre-event briefings to review assignments, menus, service standards, and guest expectations.
- Ensure premium service areas are properly set, stocked, and presentation-ready before guest arrival.
- Monitor service flow, guest experience, and service quality during events and make real-time adjustments as needed.
- Serve as the primary escalation point for guest concerns, special requests, or service issues in premium areas.
- Ensure compliance with food safety, sanitation, HACCP (Hazard Analysis Critical Control Point), and safety standards.
- Reinforce responsible alcohol service laws and policies, including age verification where applicable.
- Coordinate with culinary and beverage teams to support accurate order fulfillment and service timing.
- Partner with Cash Operations to ensure proper cash-handling and transaction procedures are followed when applicable.
- Enforce uniform, grooming, and professional appearance standards for premium service staff.
- Support training and onboarding of premium service staff.

- Communicate with suite leadership to ensure alignment across premium offerings and guest expectations.
- Ensure proper breakdown, cleanup, and securing of premium service areas after events.
- Attend required training, safety meetings, and pre-event planning sessions.
- 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 premium food and beverage service, hospitality, or event-based 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 operations in high-expectation environments.
- Strong guest service, problem-solving, and decision-making skills.
- Ability to support staff during live events.
- Strong communication and organizational skills.
- Ability to follow and enforce operational policies and service standards 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 service execution, cleanliness, and presentation.
- Reliable attendance and punctuality in accordance with Sodexo policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and

extended event 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 premium service areas and event spaces.
- 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 premium service environments during live events.
- Exposure to large crowds, fast-paced service conditions, and moderate to loud noise levels.
- May work indoors or outdoors depending on venue and premium area location.
- May be exposed to varying temperatures during event setup and breakdown.

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 the employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
Manager _____ **Date** _____