

CASUAL FOOD AND RETAIL SUPERVISOR (On The Rocks Shoreside)

Location: Cape May, NJ and Lewes, DE

Hourly Rate - \$ 11.75 - \$14.25

Open Date: March 3, 2017

Closing Date: Until Filled

I. POSITION SUMMARY

The Casual Food and Retail Supervisor is responsible for performing a wide variety of foodservice and retail functions required in the daily operation of foodservice, bar and retail/gift shop operations. This position is responsible for overseeing the customer's dining experience by managing the entire seating area and assigning all server sections and server side work for each shift. The work also consists of supervising food service, bar and gift shop staff and maintaining displays of food, beverage and retail items. The responsibility entails ensuring the cleanliness of the food service areas and ensuring all employees are in their proper designated uniform if required. All employees must comply and be familiar with all established safe food handling practices in regards to employee health and cleanliness and overall food protection. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

I. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides the highest level of customer service and professionalism to all internal and external customers that exceeds their expectations and promotes satisfaction.
- Greets customers and presents menus in a friendly and accommodating manner ensuring a great first impression.
- Directs and supervises the food servers, bartenders, associates and porters and ensures the accurate processing of all customer sales transactions.
- Responsible for managing and monitoring the open dining sections of the restaurant in regards to empty and cleaned tables, estimating seating wait times for guests, monitoring the guest waiting list and ensuring the needs of the guests are met while they are waiting to be seated.
- Ensures guests are kept informed of the status of their orders.
- Manages the facility seating chart and assigns sections for each server in a fair and consistent fashion and moves tables together to accommodate large parties.
- Provides training for staff in the areas of food and beverage service, customer service, POS system operation and money handling procedures.
- Assigns the daily side work for each server and verify that the tasks have been completed before each server clocks out.
- Assist customers by providing information and answering questions.
- Responsible for ensuring the food service areas are maintained in a clean, neat and attractive condition.
- Responsible for following established safety practices while performing duties to protect

self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, DRBA equipment and facilities.

- Performs other related duties, as assigned, by the Food and Retail Terminal Managers.

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Strong interpersonal communication skills and the ability to remain graceful under pressure.
- Ability to provide a superior customer service experience to everyone by responding in a courteous and efficient manner.
- Knowledge of safe food handling practices, beverage service and safe work practices including the safe and correct operation of service equipment and utensils.
- Ability to communicate effectively with guests, co-workers and supervisors and provide leadership while acting as an integral part of the team.
- Occasional lifting and/or carrying of up to 50 pounds, occasional stooping, crouching, bending, kneeling, twisting and/or full limb extension; up to 100% of working day will be spent standing and/or walking.
- Occasional use of cleaning chemicals (SDS sheets).
- May require working in temperature conditions exceeding 90°F and occasional exposure to below-freezing temperatures (walk-in freezer).
- Ability to establish and maintain effective working relationships

IV. TYPICAL WORK ENVIRONMENTS

- Commercial Foodservice Operation

V. LICENSES, REGISTRATIONS AND/OR CERTIFICATES

- ABC Card (DE) and TIPS Card (NJ)
- ServSafe Certification is preferred but not required

VI. REQUIRED EDUCATION AND EXPERIENCE

- Must be at least **21** years old
- High school diploma or equivalent or equivalent related experience
- Minimum of at least two (2) years' experience in food service as a supervisor

VII. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a background check
- Required to comply with established dress and jewelry code while on duty
- Must be available to work irregular hours, and, adapt to variable workloads and tempos

If you are interested in applying for this position please complete the on-line application at www.DRBA.net. In addition, you have the option of attaching a resume to the application.