



Hotel Cerro Job Description

Position Title: Restaurant Supervisor

Lines of communication: Reports to: F&B Manager, Assistant F&B Manager

Responsible for: Overall F&B Service Operations

Liaises with: Servers, Support Staff, Head Bartender, Event Coordinator, Executive Chef, Kitchen Staff, Hotel Staff

Position Summary:

Ensure proper service according to established Hotel Cerro standards across all meal periods and service venues; Brasserie SLO, Sweet Life of Pie, Mission Fig Patio, Lobby Lounge, and Pool Deck. Maintain complete guest satisfaction through continuous training, dynamic scheduling and close coordination with the kitchen and hotel staff.

Duties and Responsibilities will include but not be limited to the following:

- Executes store operations during scheduled shifts
- Organizes opening and closing duties as assigned
- Follows operational policies and procedures including those for cash handling, food safety and security
- Ensures proper cash management practices are followed by each shift
- Overall responsibility for initial and on-going training and supervision of service, bar, support and host staff
- Immediately respond to employee issues to minimize impact on service
- Maintain tight control of time and attendance
- Meet regularly with F&B Manager and Assistant F&B Manager to review feedback, inventory, and plan for each week
- Interact regularly with Hotel Cerro and Brasserie SLO guest to gauge satisfaction, mediate potential issues and solicit feedback

- Maintain logs of staff communications, restaurant business levels and all significant events
- Review daily arrivals, VIPs, special requests, group needs, room assignments and coordinate with appropriate departments to meet the needs of guests
- Monitor reservations, BEO's, and special requests
- Maintain all restaurant collateral, menus, and printed materials in good condition

Prerequisites:

- Maintain a high level of morale and productivity
- Maintain regular and consistent attendance and punctuality
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
- Carry themselves professionally, be agile and maintain composure in a fast-paced environment
- Have strong time-management and delegation skills
- Possess good problem-solving skills and sound judgment
- Ability to direct the work of others
- Ability to learn quickly
- Strong verbal and written communication skills (Multi-lingual is a plus)
- Working knowledge of classic and modern service standards
- Knowledgeable of Central Coast wines, classic and craft cocktails, beer styles
- Knowledgeable of pan-European cuisine
- Able to endure long periods of standing, walking and lifting up to 45lbs

Education

- Knowledge of wine helpful, but not required
- Food Handlers Certificate (Manager's Version), at the time of hire

Experience

- 2-5+ years restaurant or hotel F&B experience
- 1+ year previous experience working in a supervisory role with cash handling responsibility in the service or food industry or equivalent related experience and training
- Some experience in programming and maintenance of server-based point of sale systems