



## **Terms and Conditions for Job Descriptions**

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# [COMPANY NAME] JOB DESCRIPTION

**Position:** First Line Supervisors, Managers of Food Preparation and Serving Workers

## **Job Description:**

Supervise workers engaged in preparing and serving food.

## **Job Tasks:**

- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Forecast staff, equipment, and supply requirements based on a master menu.
- Inspect supplies, equipment, and work areas in order to ensure efficient service and conformance to standards.
- Observe and evaluate workers and work procedures in order to ensure quality standards and service.
- Perform personnel actions such as hiring and firing staff, consulting with other managers as necessary.
- Recommend measures for improving work procedures and worker performance in order to increase service quality and enhance job safety.
- Resolve customer complaints regarding food service.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Collaborate with other personnel in order to plan menus, serving arrangements, and related details.
- Compile and balance cash receipts at the end of the day or shift.
- Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.
- Develop departmental objectives, budgets, policies, procedures, and strategies.
- Develop equipment maintenance schedules and arrange for repairs.
- Estimate ingredients and supplies required to prepare a recipe.
- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Record production and operational data on specified forms.

- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements.
- Evaluate new products for usefulness and suitability.
- Greet and seat guests, and present menus and wine lists.
- Perform serving duties such as carving meat, preparing flambe dishes, or serving wine and liquor.
- Present bills and accept payments.
- Schedule parties and take reservations.
- Supervise and check the assembly of regular and special diet trays and the delivery of food trolleys to hospital patients.

### **Required Knowledge:**

- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Personnel and Human Resources** -- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### **Required Skills:**

- **Coordination** -- Adjusting actions in relation to others' actions.
- **Time Management** -- Managing one's own time and the time of others.
- **Management of Personnel Resources** -- Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Speaking** -- Talking to others to convey information effectively.
- **Critical Thinking** -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Reading Comprehension** -- Understanding written sentences and paragraphs in work related documents.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Instructing** -- Teaching others how to do something.

- **Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

### **Abilities Required:**

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.
- **Written Expression** -- The ability to communicate information and ideas in writing so others will understand.
- **Deductive Reasoning** -- The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Near Vision** -- The ability to see details at close range (within a few feet of the observer).
- **Mathematical Reasoning** -- The ability to choose the right mathematical methods or formulas to solve a problem.

### **Job Activities:**

- **Coordinating the Work and Activities of Others** -- Getting members of a group to work together to accomplish tasks.
- **Monitor Processes, Materials, or Surroundings** -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Scheduling Work and Activities** -- Scheduling events, programs, and activities, as well as the work of others.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Guiding, Directing, and Motivating Subordinates** -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Making Decisions and Solving Problems** -- Analyzing information and evaluating results to choose the best solution and solve problems.
- **Judging the Qualities of Things, Services, or People** -- Assessing the value, importance, or quality of things or people.

I \_\_\_\_\_ acknowledge that I have read and understood this job description for the position of First Line Supervisors, Managers of Food Preparation and Serving Workers.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Date: \_\_\_\_\_