

# Position Description

## **RESTAURANT SUPERVISOR**

**SNOWPLANET LIMITED**

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### **Organizational Statement**

Snowplanet ([www.snowplanet.co.nz](http://www.snowplanet.co.nz)) is the southern hemisphere's only indoor real-snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following diagram presents its internal vision and mission.

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#### **Vision**

Our principal objective	To be Auckland's favorite leisure destination
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#### **Mission**

What we need to do to get there	Sharing awesome snow experiences 365 days a year
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The following values must be embodied by all Snowplanet team members for the achievement of our mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

### **Role:**

The Restaurant Supervisor is responsible for ensuring all our guests enjoy their Snowplanet experience and that each service shift is run smoothly and efficiently. You will be responsible for training and coaching the food and beverage team ensuring a high level of service delivery is maintained at all times. You will oversee all cashiering functions and be actively involved in the training of all aspects of front of house service including overseeing our responsibilities for the sale and supply of alcohol. Providing outstanding customer service, your communication skills will be excellent. You will have the knowledge and experience to communicate professionally and efficiently in person, over the phone and via email. You will have a great eye for detail, to ensure all guests orders are correct, and can foresee any possible issues before these impact our guests. You will enjoy a fast paced environment, and will be able to thrive in an area with continual changes.

You will have prior experience in operations, and will be able to work on a rostered basis including in evenings and weekends. You will use your people skills to build and lead the restaurant team to great standards, leading by example every day.

You must be flexible in your approach to work, and have the capacity to multi task. You must be able to work under your initiative and be able to problem solve. As part of our 7 Summits Team, you will work closely with our Food and Beverage Manager, Head Chef, and Restaurant and Kitchen teams, to ensure the smooth running of the restaurant.

## **Key Result Areas:**

### **Customer Service**

#### *Responsibilities*

- Proactively greet and welcome all guests to 7Summits in a friendly and efficient way
- Maintains a full knowledge of all products and specials to ensure all guests receive accurate information.
- Actively seeks Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.

### **Systems**

#### *Responsibilities*

- Processes sales through 7 Summits 'Wiz Bang' point of sale system
- Makes future bookings both accurately and efficiently using both telephone and email systems.
- Assists the Food & Beverage Manager in creating effective rosters for the restaurant team; ensuring staffing levels are appropriate for the customer volume.
- Make sure tables are serviced to 7 Summits guide lines.
- Table service and upsell to help yield and sales targets as set out by the food and Beverage manager.

### **Communication**

#### *Responsibilities*

- Actively engaging customers in conversation and use open questioning techniques to determine their needs, whilst identifying opportunities to up sell.
- Seamless daily communication with our Restaurant and kitchen teams as required for group and party bookings and functions.
- Answer restaurant telephone calls in an efficient manner once priority has been given to any customers being served on site. Provide accurate information and/or transferring calls to other areas within the business. Messages will be cleared in a timely fashion to ensure optimal customer service.
- Respond to customer emails and website enquires in a professional manner answering all questions with the accurate information.
- Proactively communicate to handover with the Food & Beverage Manager/Restaurant Supervisors/Restaurant and Kitchen teams with any relevant information from your working day.

### **Groups**

#### *Responsibilities*

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Fully understanding and implementing the specific function/group and party set up in both the restaurant and conference centre.
- Being fully conversant with all group menu options and packages, and being able to provide information on these to all guests.

### **Health & Safety**

#### *Responsibilities*

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

### Other

#### *Responsibilities*

- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Process all financial transactions accurately, ensuring monies received are correct.
- Participate in training, learning activities and professional development as required.
- Comply with all Snowplanet company policies and procedures
- Uphold Snowplanet's responsibilities for the Sale and Supply of Alcohol
- Perform any other duties as requested within your range of competency by Snowplanet

### Relationships

You will be responsible for developing and maintaining key relationships, including:

#### *Internal*

- Food & Beverage Manager
- Head Chef
- Restaurant Supervisors
- Restaurant Team
- Kitchen Team

#### *External*

- Guests/Customers
- Contractors
- Visitors
- Group booking contacts (parties/functions etc)

### **Reports to:**

Food and Beverage Manager

### **Key Reports:**

Restaurant front of house attendants

### **Key Qualities:**

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| • Clear communicator in both verbal and written forms | • A good work ethic  |
| • Great listener                                      | • Experience in dealing with the public                    |
| • Problem solver                                      | • Works well with others                                   |
| • Flexibility   | • Willing to go the extra mile                             |
| • Works proactively under own initiative              | • Empathy, patience and consistency                        |
| • Professionalism                                     | • Adaptable  |
|   | • Holds or is willing to gain LCQ and Duty Manager License |