

Jannah Hotels & Resorts Job Description



Job Title:	F&B Supervisor
Department:	Food & Beverage
Reports To:	F&B Manager
Responsibility Level:	Supervisor

Why This Position Exists

- To serve the needs of the business, our guests and our colleagues by prompt and courteous service delivery to all guests, as a Hospitality Ambassador for the hotel.
- All members of the Food & Beverage Department are responsible for ensuring that visitors to the hotel are delighted by the quality, creativity and variety of our food and beverage offerings. Within that, the server is one of the most important positions for influencing guest satisfaction. It is crucial that all associates extend service in a professional, friendly, courteous, efficient and timely fashion.
- At Jannah, we are proud to represent our hotel and our country to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all.

Key Duties and Responsibilities

Please note that this is not an exhaustive list of everything that needs to be done. Jannah employees always find new ways to look after the business, their guests, and their colleagues. Within this, the key responsibilities for this position are:

- Oversee all front and back of the house restaurant operations
- Ensure customer satisfaction through promoting excellent service
- Respond to customer complaints tactfully and professionally
- Maintain quality control for all food served
- Analyze staff evaluations and feedback to improve the customer's experience
- Project future needs for goods, kitchen supplies, and cleaning products; order accordingly
- Oversee health code compliance and sanitation standards
- Look for ways to cut waste and decrease operational costs
- Generate weekly, monthly, and annual reports
- Train new employees and provide ongoing training for all staff
- Attend quarterly P&L meetings