Job Description for Kitchen Supervisor

Reports to: Operations Manager
Direct Subordinates: All team members assigned to kitchen

The Kitchen Supervisor serves as a Customer Service Ambassador by insuring that the food we serve always meets or exceeds our standards of excellence at all times, especially non-peak times when the amount of food prepared is critical. While they report to the Operations Manager, it is expected that this person would take responsibility for setting the expectation for all kitchen team members to work as a team to maximize our productivity. The Kitchen Supervisor is the example of our standards at all times, whether it is cleanliness, organization, or food quality. They are also responsible for the speed and accuracy of the team. The Kitchen Supervisor must be able to work effectively with limited supervision and demonstrate leadership in order to motivate others.

Overview of Responsibilities
- This is a leadership position responsible for the development and operation of their team to support one of the most critical factors in our success, food quality
- Manage our food quality standards by consistently monitoring the temperature of hot food as well as insuring that our cold food is stored according to standards
- Responsible for food safety
- Perform basic repairs as needed to the kitchen equipment or seek the help of a maintenance person who can perform repairs
- Develop and cross train all team members
- Ensure a sense of urgency from all kitchen team members at all times
- Assign daily work stations and manage breaks
- Ensure cleanliness
- Partner with Front Counter Supervisors on any special requests relevant to the growth of the business
- Manage the day-to-day operation
- Identify and solve real problems
- Enforce core values
- Hold each other accountable
- Improve performance

Specific responsibilities
- Provide oversight to the cleaning program as written
- Insure consistent and accurate records are kept for temperature logs, Critical Control Points, RQAs
- Insure consistent application of the timed holding system
- Monitor/manage breakfast waste daily (day shift)
- Monitor/manage cold entrée waste every Saturday (night shift)
- Manage food cost related to all sub category product mix gaps
- Manage inventory rotation and product storage standards

Skills Required
- Organizational skills to prioritize daily tasks.
- Positive attitude
- Understanding all key business standards related to food, service and cleanliness
- Communicating with the Operations Manager of basic repairs and upkeep to the facility, including the equipment (necessary in order to minimize expenses and maximize productivity with as little downtime as possible)
- Effectively lead the development of others, including work relationships, with emphasis on an exceptional work environment for all employees
- Delegate daily tasks and hold the team accountable for those tasks
A thorough knowledge of our recipes and food preparation procedures in order to effectively manage the standards with kitchen team members

Develop a mutual respect among team members to insure success and excellence

**Performance Measurements**

- Promotional readiness and ongoing development of subordinates
- Personal attention to training completion of all team members as they are hired
- Cross-training of qualified team members to expand the operational efficiency of all shifts, especially for key positions within the kitchen
- Financial Return as measured by the monthly P&L, specifically food cost and R&M
- Overall condition of building and equipment
- CEM quarterly score, inclusive of all OE components related to cleanliness and food quality and presentation
- Competence in and execution of all labor laws and food safety laws
- ROE quarterly score, inclusive of all OE components related to cleanliness and food quality and presentation and production
- Overall organization back of the restaurant

**Pay Type:** Hourly

**Weekly Schedule**

An average work week would be estimated at 40 hours and is negotiable as it relates to actual scheduling. It would be expected that the Kitchen Supervisor would be available to handle or address issues as they arise in an ever changing business environment.

**Benefits**

Vacation benefits are aligned with company policy as it relates to tenure.

Health insurance will be negotiated with the Operator at the time of hire. Provisions and/or terms of agreement subject to change without notice.

Bonus benefits as outlined in the bonus program awarded monthly when the leadership team achieves team goals related to food cost, labor cost, and net profit.

If you would like to know more, please contact John at (440) 356-2030 between the hours of 9:00 a.m. - 6:00 p.m. Monday - Friday to arrange for an appointment.