

Orleans Country Club – Bar / Restaurant Working Supervisor



Job Title:	Bar/Restaurant Working Supervisor
Supervised by:	General Manager
Supported by:	OCC Stewards Committee
Supervises:	All Wait Staff
Wage:	Minimum Starting Pay \$18.00 per hour plus tips when acting as Wait Staff
Status:	Seasonal April through October (Exact start and end dates determined annually with General Manager and Kitchen Manager.), Non-exempt, Fulltime (40 hrs/wk) Additional hours as needed for events and tournaments as identified by the General Manager

Purpose The Bar/Restaurant Supervisor is the face of the Orleans Country Club bar/restaurant and as such is expected to be friendly, approachable and open to ideas from customers, suppliers and staff. The Bar/Restaurant Supervisor is responsible for setting the tone of a warm and welcoming environment, where patrons and staff feel valued and cared for by showing interest in their dining experience and in their concerns. The Bar/Restaurant Supervisor ensures that great customer service is extended to all patrons (members and non-members), employees, and suppliers (vendors) and is responsible for the daily operations of the bar and restaurant.

Essential Responsibilities

- Provides a Full Staff Orientation prior to opening the OCC Restaurant in the Spring, and for any onboarding of Wait Staff hired after the initial opening
 - Inspires employees to do their best through onboarding, training, coaching and supportive feedback.
 - Beverage ordering, supplies, maintenance and labor costs to ensure that the bar/restaurant remains profitable -- in line with the annual Budget.
 - Ensures adequate staffing, covering for call outs and vacant staff.
 - Abides by beverage/food safety requirements and ensures that others do so by monitoring and visually inspecting beverage prep and delivery activities.
 - Manages the complex details of scheduling, shift swaps, new hire paperwork, product inventory, cleaning schedules, time reporting for payroll and maintaining VT Department of Health and VT Department of Liquor Control licensing requirements.
 - Creates written schedule and procedures for cleaning bar and restaurant to be posted in the kitchen.
 - Ensures adequate cash in registers and POS systems, communicates closely with Golf Professional/General Manager. Makes or delegates daily bank drops to safe at close of business each day.
 - Responsible for any new or returning Events at OCC, including but not limited to scouting for, setting up, assigning staff, and being present if required, to best represent the OCC.
 - Maintains copies of all staff alcohol-training certifications on site to be viewed at any time.
 - Meets weekly with the General Manager and Kitchen Manager, regarding the Restaurant Operations, to identify early any potential challenges and problem solve as well as opportunities for growth.
 - All other duties as assigned by the General Manager
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