

# THE KILLARNEY PARK

## **Job Description: Food & Beverage Supervisor**

**Position:** Food & Beverage Supervisor

**Department:** Food & Beverage

**Reports to:** Food & Beverage Manager

### **Overview:**

As a Food & Beverage Supervisor at The Killarney Park Hotel, you will be responsible for overseeing the daily operations of the food and beverage team, ensuring the highest standards of service, quality, and efficiency. You will play a key role in managing the service team, supporting the Food & Beverage Manager, and ensuring that every guest has an exceptional dining experience.

### **Key Responsibilities:**

- Supervise and coordinate the activities of food and beverage staff, ensuring smooth and efficient operations.
- Train, motivate, and support food and beverage staff to maintain high levels of service and professionalism.
- Ensure that all staff are adhering to service standards, health and safety regulations, and cleanliness guidelines.
- Assist with scheduling and staffing to ensure adequate coverage during peak and off-peak times.
- Monitor guest satisfaction by interacting with guests, resolving issues, and ensuring they have a positive dining experience.
- Ensure all orders are taken accurately, delivered in a timely manner, and presented to the highest standards.
- Oversee the setup and breakdown of service areas, including tables, chairs, and service stations, to ensure they are prepared for guests.
- Ensure that all equipment is in good working condition and report any issues to the appropriate departments for maintenance.
- Collaborate with the kitchen team to ensure timely food service and monitor the quality of food being served.
- Handle guest complaints or concerns promptly and professionally, escalating issues when necessary.
- Maintain inventory control for food and beverage supplies, ensuring that stock levels are adequate for service.
- Assist in the development and implementation of food and beverage promotions and events to increase revenue and enhance guest experience.
- Support the Food & Beverage Manager in managing budgets, monitoring costs, and ensuring profitability of the department.
- Maintain a clean and organized work environment, ensuring compliance with health and safety regulations at all times.
- Assist with the ordering and receiving of food and beverage supplies, ensuring proper storage and handling.

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- Perform administrative duties such as preparing reports, tracking employee performance, and assisting with payroll.
- Ensure that all guests are greeted and seated promptly and courteously.
- Assist with organizing and executing special events, functions, and banquets.

## **Working Hours:**

As per the schedule provided, including evenings, weekends, and public holidays as required by operational needs.

## **Working Conditions:**

This position involves long hours on your feet in a fast-paced environment, requiring the ability to handle a variety of tasks simultaneously while maintaining a high level of service and professionalism.

## **About The Killarney Park Hotel:**

The Killarney Park Hotel is a renowned 5-star luxury hotel that prides itself on delivering exceptional service and memorable experiences for our guests. As a Food & Beverage Supervisor, you will play an integral role in ensuring the highest standards of service are met, leading a dedicated team to provide an outstanding dining experience for all who visit.