

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Café Supervisor
Department:	Cafe
Supervisor:	Food and Beverage Director
Employment Status:	Full-Time
FLSA Status:	Exempt
Work Hours:	Tuesday – Sunday, 8:30am – 4:30pm, (additional hours required for events)
Issue/Reissue Date	3/06/2019

Job Summary:

Under the supervision of the Food and Beverage Director, the Café Supervisor will lead front of house operations of the café and coffee bar, with an emphasis on guest satisfaction. Additionally, this position oversees stock management, health and safety regulations compliance, reservations management, hosting, leading pre-shift team meetings, assists in coordinating catering needs for events, as well as building, developing, and inspiring a professional service team.

Minimum Qualifications:

- 3 years of successful restaurant leadership role experience.
- Minimum 2 years of experience in a management role at a restaurant or food and beverage environment.
- Demonstrated knowledge and successful experience in event planning and implementation.
- Knowledge and understanding in the use of a POS system and general computer literacy.
- Basic book-keeping, math skills, and a working knowledge of MS Office.
- Strong supervisory skills as well as the ability to train others in café standards and techniques.
- Highly organized and detail oriented, with the ability to handle multiple tasks and work calmly and efficiently with grace under pressure.
- Ability to think creatively and to successfully resolve unexpected issues as they arise.
- Ability to demonstrate a professional and reasonable temperament at all times, and is open to change for the benefit of the organization.

Desired Qualifications:

- Bachelor's Degree in Hospitality or Restaurant Management.
- Fine dining and casual service background.
- Knowledge of labor laws, health codes, safe food and beverage handling, sanitation, as well as general safety and security procedures.

Essential Duties:

- Responsible for managing reservations, greeting/seating guests, and exceptional customer service.
- Supervises and schedules all café server and barista work hours, and ensures appropriate staffing levels are met for the café and coffee bar.
- Ensures a safe and secure work and dining environment for staff and guests.
- Coordinates with other departments in planning events involving food service.
- Assists the Food and Beverage Director with employee training and new employee recruitment and hire.
- Ensures staff understands café tip procedures, menus, and health and safety regulations.
- Assists the Food and Beverage Director in coordinating events and ensures adequate staffing for events as necessary.
- Records inventory of front of house supplies: glassware, tableware, disposable ware, uniforms, and stationary.
- Records inventory of coffee, tea, and specialty beverages for the café and coffee bar.

- Records inventory and orders wine, beer, and spirits for the café and events.
- Under the direction of the Food and Beverage Director, manages vendor accounts and codes invoices for the Finance Department.
- Responsible for daily transmittal of receipts, cash settlement of drawer, and transferal to accounting in the absence of the Food and Beverage Director.
- Along with the Food and Beverage Director, oversees front of house schedules and approves employee timesheets.
- Encourages and maintains a team oriented work environment.
- Demonstrates high ethical standards, and leads by example at all times.
- Performs all POS duties, front and back of house functions including opening and closing procedures.
- Assumes duties of the Food and Beverage Director when absent as needed.
- Other duties as assigned.

Working Conditions and Atmosphere:

This position works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Work is performed in an indoor/outdoor environment where conditions are usually hot, humid, and often slippery. Ability to walk, stand for an entire shift, use stairs, bend, stoop, kneel and crouch. Must be able to use arms, hands and fingers to hold utensils, sharp knives, and heavy pots and pans. Must be able to pick up, hold, carry, and lift overhead up to 25 pounds. Must be able to reach outward and overhead. Ability to do basic math needed for ordering supplies and completing invoices. Noise level is normal; ability to hear and listen, and speak clearly. Due to the nature of the responsibilities, ability to work a flexible schedule including: evenings, weekend work, possibly extended shifts of up to 14 hours and at times needed on an emergency basis.

Human Resources	Date
Employee Signature	Date
Employee Print Name	Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.