



Front of Restaurant Supervisor / Hostess

Job Posting

Naranj is new, family oriented, middle eastern cuisine restaurant opening shortly at a prime location in Waterloo. We will provide a high-quality dining experience for our customers, based on the quality of our ingredients and the excellence of our cooking and food presentation. Combined with the extraordinary dedication to customer service, we will inspire customers to come back again and again. We will be located in a high-volume traffic area, opposite one of Waterloo's busiest large malls.

We are looking for a Front of the Restaurant Supervisor / Hostess to lead the front of our restaurant customer service team; You will deliver a strongly customer-oriented level of service to our customers. You will motivate our front of the restaurant staff to provide excellent customer service.

To be successful in this role, you'll need great people management skills and experience in leading the front of the restaurant team. We want you to know how to oversee the dining room, check-in with customers, and balance seating capacity.

Personal flexibility is key to your success in this role. In the beginning, you will roll up your sleeves and do whatever needs to be done. You know that in this role you will do whatever is needed to ensure the smooth operations of the front of the restaurant: – waiting on customers, clearing tables, preparing non-alcoholic drinks, or handling cashier duties.

Over time, as the restaurant's popularity grows, you will move more and more into the front of the restaurant management role, working directly with the Owner / Head Chef to help manage the restaurant as a member of its management team.

You can manage people and like to do so. You lead by example. You will inspire and uplift our customer service staff during the busy moments in our fast-paced environment. You will work to establish the kind of service experience that brings customers back time and time again to our restaurant.

Responsibilities

1. Work with the Restaurant Owner to ensure a smooth front of the restaurant – back of the restaurant/kitchen interaction
2. Coordinate daily Front of the House restaurant operations



3. Deliver superior service and maximize customer satisfaction
4. Respond efficiently and accurately to customer complaints
5. Organize, schedule and supervise front of the restaurant shifts – wait staff and cashiers when as the customer volume requires increases in their numbers
6. Participate in the hiring and management of front of the restaurant staff, making recommendations to the Restaurant Owner about necessary changes in its composition
7. Appraise front of the restaurant staff performance and provide feedback to improve productivity
8. Ensure front of the restaurant compliance with sanitation and safety regulations
9. Manage restaurant's good image and suggest ways to improve it
10. Identify measures to cut waste and opportunities to reduce operating costs
11. Promote the brand in the local community through word-of-mouth and restaurant events
12. Recommend ways to reach a broader audience (e.g. discounts and social media ads)
13. Train new and current employees on proper customer service practices

Requirements

1. Proven work experience as a front of restaurant supervisor or manager
2. Proven customer service experience as a manager
3. Dedication to working with the Owner of the restaurant to create a welcoming family environment for customers
4. Dedication to working with the front of the restaurant staff to create a solid team of people who work together to provide a superior customer experience



5. Food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
6. Familiarity with restaurant management software
7. Strong leadership, motivational and people skills
8. Hospitality management or culinary schooling is a plus
9. Food safety certification is a plus

How to Apply

Send your resume and a brief covering note telling us why you are the right person for this exciting role to naranjresume@the-right-talent.ca

You can find out more about Naranj and its other job openings at

www.the-right-talent.ca/naranj

The Right Talent is working with Naranj's Owner to build Naranj's great team.

We will be running 2 job fairs in the next weeks Check the above web page for more information.

Pass the news onto your friends and work colleagues.