



JOB TITLE:	Bistro255 Night Supervisor	DATE CREATED:	
STATUS:	9 Month/ Full Time	DATE REVISED:	
REPORTS TO:	General Manager and/or Director of Operations		
APPROVED BY:			

POSITION SUMMARY:

The Bistro Night Supervisor for Gordon Dining/Bon Appetit Management Company is responsible for the overall success of the Bistro’s night operations. This means adhering to our culture and guidelines, the Health Department’s regulations, and Bon Appétit’s standards and expectations of food quality, freshness and presentation. This position oversees the evening administrative and operational tasks, including financial management and analysis, sanitation, safety and food presentation. This position also motivates, trains, develops and directs all employees to accomplish the objectives of the operation to the satisfaction of the customers.

POSITION OBJECTIVES:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

MAJOR DUTIES/FUNCTIONS/TASKS:

Overall Management

- Teaches and adheres to Gordon Dining/ Bon Appetit’s philosophy, culture and commitment to quality food and exemplary service.
- Takes ownership of the Café.
- Has a **Passion** for food.
- Ensures all products and purchases meet Bon Appetit sustainability guidelines
- Has knowledge of and enforces the Client/Bon Appétit contractual agreement.

Supervision and Development of Staff

- Trains and supervises the daily conduct of the staff.
- Supervises the adherence to proper uniform standards following established account guidelines.

- Helps develop and revise job descriptions.
- Helps conducts staff reviews, coaching sessions, and disciplinary actions.
- Ensures that all Hiring and Training standards are met and documented for direct hires, Employee/Manager Hand Book Sign off Sheet, Fact Training Completion, and Safety Training.

Food Programs

- Oversees that high quality food items are creatively well prepared and presented in a cost effective manner.
- Follows Gordon Dining/Bon Appétit food standards.
- Meets and exceeds the expectations of the customer and client perceived value.
- Ensures that all products and ingredients that are used are purchased following bon appétit purchasing standards and sustainability commitments.
- Works with management team to ensure that all display, catering and café service and culinary set up meet specific account standards.

Customer Service and Client Relations

- Represents the company in a courteous, efficient, and friendly manner in all customer, client and employee interactions
- Responds to all comments and complaints within 24 hours and follows up with a written response to the Director of Operations or General Manager
- Interacts with customers and resolves customer complaints in a friendly and service oriented manner
- Communicates with the Client honestly, accurately and in a timely manner.

Retail Management

- Ensures that overall café meets the standards as presented in *Great Expectations*, as well as oversees the daily appearance and upkeep of the Café
- Supervises the proper garnishing and presentation of food.
- Adheres to Bon Appétit's standards of fresh and creative décor, as specified in *Great Expectations*
- Ensures that overall café meets the standards as presented in *Great Expectations*, as well as oversees the daily appearance of the entire Café
- Edits the daily signage for proper spelling and descriptions.

SECONDARY DUTIES:

Marketing/Sales

- Works with Operations and Marketing team to develop and implement sales programs on campus to solicit new business, and track participation

Note: Job duties are subject to change as needed.

FOOD AND SAFETY RESPONSIBILITIES:

- Adheres to all Health Department, OSHA and ADA regulations.
- Follows all Safety Manual guidelines.

- Develops and revises Front of the House daily and weekly cleaning checklists and oversees their accomplishment.
- Reports any injury, accident and/or food borne illness incident for customers and/or staff accurately and in a timely manner to the General Manager.
- Trains Front of House personnel in safe operating procedures of all equipment, utensils and machinery. Provides safety training in lifting, carrying, hazardous material control, chemical control, first aid and CPR.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: College degree or equivalent experience.

Experience:

- Has a minimum of 2 years applicable experience in a high volume, quality coffee house/bakery establishment.
- Posses general hospitality knowledge and interest in sustainability and sustainable food practices
- Possesses culinary background.
- Has the ability to operate Web based ordering systems, process customer requests, changes to orders, menu updates and client profiles.
- Proficient with word processing and spread sheets.
- Posses the ability to meet Bon Appétit unit specific uniform standards for this position.

CERTIFICATES, LICENSES, REGISTRATIONS:

- ServSafe Certification
- Online Sexual Harassment Training

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- Stand, talk or hear, and taste or smell.
- Walk; use hands or fingers, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms.
- Regularly lift and/or move up to 40 pounds and may occasionally lift up to 50 pounds.
- Push and Pull carts weighing up to 100 pounds
- Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

- Must consistently utilize all Personal Protective Equipment per Bon Appétit guidelines.
- Must wear a cut resistance glove whenever using a sharp or potentially sharp tool or instrument.

LANGUAGE SKILLS:

- Ability to read and comprehend elaborate instructions, event requests, correspondence, and memos written in English
- Able to speak clearly and listen attentively to staff, peers, supervisors, guests and client.
- Able to read and write to facilitate the communication process. Ability to write professional and efficient emails to clients and customers.
- Ability to effectively present information in one-on-one and small group situations to customers, and clients.
- Ability to lead meeting and trainings with employees and other members of the company and cover basic health, safety, culinary and service topics.

ACHIEVING LEADERSHIP IN THE FOODSERVICE INDUSTRY:

Bon Appétit is a diversity growth-oriented organization. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for ALL associates. EOE & AA Employer M/F/D/V.

AUTHORITY:

This position supervises (5-10) hourly employees of diverse background and skill level.

EMPLOYEE ACKNOWLEDGEMENT: _____ Date: _____