



Job Description- Supervisor

Job Title: Supervisor

Reports to: Store Manager Manager

Supervises: Food Handler/Guest Services

General Purpose:

Supervisors are responsible for the business performance of their restaurant, as well as maintaining high standards of food, service, and health and safety.

Main Job Tasks and Responsibilities:

- Maintaining fast and accurate service, positive guest relations, and ensuring products are consistent with company quality standards.
- Ensures Occupational Health & Safety Act, local health and safety codes, and company safety and security policy are met.
- Profit & Loss management, by following cash control/security procedures, maintaining inventory, managing labour, reviewing financial reports, and taking appropriate actions.
- Recruiting, interviewing, and hiring team members
- Conducts performance appraisals, takes disciplinary action, motivates and trains
- Ensuring that all employees adhere to Pita Pit's uniform standards
- Ensures company standards on equipment, facility, and grounds are maintained by using preventative maintenance program
- Ensures food quality and 100% customer satisfaction
- Ensures complete and timely execution of corporate & local marketing plans
- Champions recognition and motivation efforts
- Helping in any area when circumstances dictate

Educations and Experience:

- High School Diploma, 5 CXC passes (Math and English Mandatory), or equivalent preferred
- Knowledge of customer service principles and processes
- Knowledge of sales principles
- Relevant product knowledge and training
- Experience in a retail, customer service or sales environment
- Basic business administration knowledge

Key Competencies:

- Judgement
- Decision Making
- Information management
- Planning and Organizing
- Problem analysis and problem solving
- Delegating tasks and responsibility
- Motivating staff
- Communication
- Coaching
- Teamwork
- Flexible