

## JOB DESCRIPTION

F/TC/26 Rev00

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<b>Job Title:</b>	Restaurant Supervisor	<b>Level:</b>	<b>3</b>
<b>Responsible for:</b>	F&B Service	<b>Date:</b>	08 May 2025

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**OBJECTIVE:**

Every Mercure team member is a "Heartist". A "Heartist" represents Mercure's brand and its values, at all times. The Mercure "Heartist" will establish relationships and foremost, the Mercure "Heartist" will deliver an exceptional guest experience and promote the French Elegance.

**MAIN DUTIES :**

- A restaurant supervisor is responsible for overseeing the daily running or affairs of an eatery or restaurant.
- The restaurant supervisor's basically accountable for everything that happens at the restaurant.
- Making sure that food is prepared as at when due, making sure that customers are satisfied, and that workers within the restaurant adhere to the restaurant's safety/service standards at all times.
- It is important to note that restaurants are meant to be run with a very high level of efficiency.
- The restaurant supervisor's role is to make sure that the restaurant is run in an efficient manner, and also to ensure the quality of food served and cleanliness are of the highest standards.
- One particular method by which the supervisor ensures efficiency within a restaurant is by making sure that adequate staff is scheduled to attend to customers during extremely busy periods/shifts; this could be any period of the day depending on the environment.
- On the other hand, he/she (the restaurant supervisor) also reduces the number of personnel/staff during less busy periods so as to minimize labor costs.
- Restaurant supervisors also follow opening and closing procedures. These procedures may include: making bank deposits/preparing cash changes for daily sales within the restaurant and storing food properly after close of work every day.
- It is the duty of the supervisor to order supplies (food and beverages) for the restaurant so as to avoid shortage or running out of these items.
- Put differently, it is the responsibility of the restaurant supervisor to monitor inventory reports (which he/she might do via a computerized inventory apparatus) and place orders as at when due.
- Also, in the usage of available inventory (foodstuff and beverages), the supervisor makes sure that older items are consumed first (by stocking older items in front for easy accessibility) before proceeding to make use of newer ones so as to avoid expiration and/or waste as the case may be.
- In the business of catering, the ultimate goal is to satisfy customers and boost sales (thereby increasing profits for the business). The restaurant supervisor helps in propagating sales by sharing fliers and putting up displays (advertisements) in daily papers.
- His/her work description also involves providing relevant training for newly recruited staff in a bid to make sure that each one of them has basic and clear understanding of the restaurant's service philosophy and standards.

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### Qualifications :

- High school diploma or equivalent required; Bachelor's degree in Hospitality Management or related field preferred.
- Minimum of [2-3] years of experience in the restaurant industry, with at least [1-2] years in a supervisory role.
- Strong communication and interpersonal skills.
- Ability to manage time effectively and prioritize tasks.
- Excellent organizational skills and attention to detail.
- Knowledge of food safety regulations and health standards.
- Ability to lead and motivate a team.

### Skills :

- Strong leadership and team management abilities.
- Excellent customer service and problem-solving skills.
- Ability to work in a fast-paced, high-pressure environment.
- Proficient in restaurant management software and POS systems.
- Basic financial and administrative knowledge.

### Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm

Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

### Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent. Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLES