

# REFINERY CONCEPTS

## SUPERVISOR

### SCOPE OF DUTIES AND RESPONSIBILITIES

- Responsible for the efficient running and daily operations of the outlet(s)/brand(s) under his/her purview.
- Implement recommendations and action plans in audit reports.
- Oversee all incident reports and ensure the recommendations and action plans are followed through promptly.
- Achieve revenue targets and profitability for Brand(s)/Outlet(s) under his/her purview by implementing plans to improve revenue, taking expenses into consideration.
- Strengthen customer service using continuous improvement techniques and processes.
- Monitor system and process to ensure that resources are used effectively; this includes minimizing wastages.
- Ensure all guest issues are addressed immediately and resolved in a manner which exceeds the customer's expectation.
- Ensure all service and hospitality quality standards are adhered to on all occasions by yourself and the teams that you supervise.
- Ensure all new team members are inducted, mentored and trained thoroughly alongside the Restaurant Manager and Assistant Restaurant Manager and Bar Manager.

## **REQUIREMENTS**

- Preferably a Diploma or its equivalent
- At least 5 years' of operations experience in the Food & Beverage Service Industry, with 2 years' of supervisory / managerial experience
- Proven ability to motivate and train team to achieve targets and goals
- Strong business and financial acumen to drive revenue results
- Excellent communication skills
- A team player with good leadership skills

### **APPLY NOW**

To apply, simply drop us an email to [careers@refineryconcepts.com](mailto:careers@refineryconcepts.com) with your Full Name, Contact Details, Nationality, Resume (If Any), and we will get back to you.