

FOOD SERVICES SHIFT SUPERVISOR*

Function of Job:

Under broad supervision of food services management team, responsible for supervision of all aspects of high volume, fast-paced food service operation , including training and supervision of staff, shift opening and closing responsibilities, interaction with guests and evaluation of personnel, products and equipment.

Characteristic Duties and Responsibilities:

1. As a liaison for management, perform opening/closing supervision of food service operations to include cash responsibilities, delegation of tasks and proper preparation of service areas to ensure guest service is at the highest levels obtainable.
2. Supervise/coordinate assigned staff and participate as needed in food service activities, including preparation, handling, and service of food items in several formats simultaneously.
3. Complete inventory of food items assigned and place vendor orders from UNH authorized purveyors to ensure no shortages.
4. Assure that food supplies/utensils necessary for efficient operation are available and that equipment is functioning properly.
5. Assure that foods are portioned properly, served at proper temperatures, and handled properly until consumed, stored, or discarded.
6. Train, schedule, and evaluate assigned staff on work to be performed, serving as a liaison for the management team.
7. Perform guest/staff service activities to create an environment of continuous improvement, teamwork, shared ownership in success and a strong commitment to excellence in industry.
8. Instruct food service workers on daily menu items, including ingredients and selling price.
9. Assume responsibility for covering/correcting staffing shortages, operational issues and performance issues among assigned staff.
10. Maintain necessary service records, temperature logs, and other records/reports as needed.
11. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation or equivalent and three years of experience in a food service operation.
2. Knowledge of food service techniques, sanitation and safety.
3. Two years related supervisory experience.
4. Strong interpersonal abilities.
5. Ability to multi-task and self-prioritize.
6. Must be able to wear and use appropriate personal protective equipment as necessary.

Additional Desirable Qualifications:

1. Experience in a college/university environment.
2. Serv-Safe Certified.
3. Public speaking/presentation skills.

8/25/2003

System Approval

8/25/2003

Effective Date

- Revised - Original approved 7/3/75 as Food Services Lead Worker, revised 7/30/80, and revised as Food Services Supervisor on 8/25/2003.

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.