

# Lead Line Cook & Supervisor at Hilly Haven Golf Course

Responsibilities include:

## Restaurant Staff

1. Hiring staff, follow-up on applications
2. Bi-weekly-monthly training meetings
3. Determine dedicated trainer (yourself or lead employee). This person trains all new employees for the entire shift. However many days it requires (2-3 weeks)
4. Complete schedule at least one week ahead of time
5. Communicating job expectations, monitoring
6. Annual or progressive job reviews
7. Ensure a positive, compliant & cooperative work environment
8. Keep employees busy (ex. prepping F&B, dusting, washing windows, organizing storage rooms, cleaning/organizing coolers, inventory turns, expiration dates, etc.)
9. Creating friendly and fun work environment

## Menu

1. Develop menu
2. Implement costing & pricing to maintain gross margin goals set by owners
3. Maintain adequate inventory through ordering process
4. Negotiate prices & contracts
5. Control costs by reviewing portion control & quantities of preparation; minimizing waste
6. Works closely with preferred suppliers
7. Review & evaluate usage reports; analyze variances; taking corrective actions

## Daily Operations

1. Develop standard operating procedures
2. Preparing food and setting the standard for entire staff
3. Implementing production, productivity, quality & patron-service standards
4. Determining & implementing system improvements
5. Maintains safe, secure & healthy facility environment by establishing, following & enforcing sanitation standards & procedures; complying with health & legal regulations
6. Keep equipment clean & maintained
7. Storage rooms clean & organized

## Customer Service

1. Assure the needs and wants of guests are consistently exceeded.
2. Ensure a positive, harmonious & fun environment
3. Builds rapport by establishing relationships with customers
4. Interceding in misunderstandings and differences between employees & guests
5. Resolves complaints

## Golf Outings/Special Events

1. Works closely with event coordinator
2. Prepare all food & beverage aspects
3. Setup and take down rooms for events
4. Responsible for communication to staff working the event
5. Be visible & hands on to help staff

## Development

1. Maintains professional & technical knowledge by tracking emerging trends in the restaurant industry
2. Attending educational workshops
3. Reviewing professional publications
4. Establishing personal networks
5. Benchmarking state of the art practices
6. Prepare proposals and return on investment for new equipment
7. Establish process to implement new ideas

## Position

1. Availability per agreed upon schedule
2. Works very closely with Co-Manager
3. Encourage observing for 1 year to get an understanding of the business
4. Bonus structure split with Co-Manager, calculation split will be based on each person's contributions
5. Benefits include: 2 weeks vacation, employee health insurance, cell phone plan, laptop or iPad