

JOB OPPORTUNITY AT STRATHMORE UNIVERSITY

Job Title: Restaurant Supervisor
Department: School of Tourism and Hospitality (STH)
Reporting to: Operations Manager

Basic job summary:

The Job holder will be responsible for assisting the Operations Manager in the timely provision of food and beverages at the special functions and the restaurants while maintaining a clean environment.

Duties & Responsibilities:

Staff Management

- a) Supervise and coordinate the activities of restaurant staff, including servers, and stewards.
- b) Schedule shifts and assign tasks to ensure adequate staffing levels during peak and off-peak hours.
- c) Train new employees on restaurant policies, procedures, and customer service standards.
- d) Monitor staff performance, provide feedback, and conduct performance reviews.

Customer Service

- e) Ensure that customers receive high-quality service and address any complaints or issues promptly.
- f) Greet and interact with customers to ensure a positive dining experience.
- g) Handle special requests and accommodate dietary restrictions or allergies as may be required from time to time.

Operations Management

- h) Oversee the day-to-day operations of service of food and beverage and ensure efficiency and effectiveness.
- i) Monitor inventory levels of food, beverages, and supplies, and place orders as needed.
- j) Ensure that the restaurant complies with health and safety regulations and standards.
- k) Conduct regular inspections to ensure cleanliness and organization in all areas of the restaurant.

Financial Management

- l) Assist in managing the restaurant's budget and controlling costs to maximize profitability.
- m) Monitor sales and revenue and prepare financial reports for management.

Quality Control

- n) Ensure that food and beverages are prepared and served according to the restaurant's standards.
- o) Monitor portion sizes and presentation to maintain consistency.
- p) Address and resolve any issues related to food quality or preparation.

Event Coordination

- q) Plan and coordinate special events, private parties, and catering orders.
- r) To record all events details via the events system for reconciliation purposes by the finance team.
- s) Work with customers to customize menus and ensure successful event execution

Marketing and Promotion

- t) Assist in implementing marketing strategies to attract new customers and retain existing ones.
- u) Promote special offers, seasonal menus, and events to increase sales and customer engagement.

Record Keeping

- v) Maintain accurate records of sales, inventory, employee performance, and customer feedback.
- w) Prepare reports for management to review operational performance and areas for improvement

Minimum Academic Qualifications:

- Diploma in Food Production, Food and Beverage, or any other related field from a recognized institution
- Professional course in leadership will be an added advantage

Experience:

- At least 2 years relevant work experience in a busy environment with at least 2 in a supervisory role

Competencies and Attributes

- Strong analytical skills
- Attention to details
- Excellent communication skills
- Good understanding of MS Suite

Are you qualified for this position and interested in working with us? We would like to hear from you. Kindly send us a copy of your updated resume and letter of application **(ONLY)**

PEOPLE & CULTURE ANNOUNCEMENT



Strathmore
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quoting ***“Restaurant Supervisor”*** on the subject line to recruitment@strathmore.edu by **4th June 2025**.

Due to the large number of applications, we may receive, kindly note that only the shortlisted candidates will be contacted.

Please be advised that Strathmore University is an equal opportunity employer and does **NOT** ask for money from applicants under any circumstances during its recruitment process. Interested applicants are encouraged to exercise caution upon receiving any such interview opportunity that requires payment of any money.



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