

Sam Houston State University Human Resources

Staff Classification Description – Hotel Service Supervisor

Skill Category: Service/Maintenance
Position (Employee) Class: 7N241 (N1)
Grade: 7
Date: 10/2014

Department: University Hotel (Raven Nest and CJ Cafe)

Educational & Experience Requirement: High school graduate or G.E.D. Minimum of three years experience of cooking and meal preparation in the Food Service related industry, such as a medium to large restaurant. Experience with inventory control, purchasing, and training junior staff in food preparation and service would be helpful. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Oversees the service work in the dining room(s) including food preparation, restaurant and kitchen sanitation, and daily inventory.

Supervision Given & Received: Works under general supervision and provides supervision to Hotel Cafe Workers, Hotel Service Workers, and student employees as assigned.

Primary Responsibilities: Coordinates, plans, participates and supervises the production, preparation and presentation of food for the cafe(s) and catered events. Coordinates with University Hotel Manager to manage all phases of food purchasing, receiving and cost control. Develops special menus, items and presentations. Creates cost cards, recipe cards, photos, and catalogs for utilization during taste presentations. Coordinates group catering and interacts with guests to ensure guest satisfaction. Creates and executes the strategic plan including forecasting, budget management, profit and loss accountability, cost and inventory control. Oversees the daily activities and manage the performance of the student employees and culinary staff. Ensures that the student workers and culinary staff perform according to HACCP, OSHA and sanitation guidelines. Maintains and demonstrates strong knowledge of food and beverage trends within the hospitality industry. Ensures that all food production areas provide food items prepared and presented according to set standards at all times, monitoring for taste, visual appeal, and established portions. Oversees special catering events and may also offer culinary instruction and/or demonstrate culinary techniques to staff and student employees. Performs other related duties as assigned.

Other Specifications: Standard industry tools and equipment such as all types of cooking ranges, scrubbers, and floor polisher. Kitchen tools such as, but not limited to: grills, coffee brewers, toasters, ovens, and dishwashers. Requires accuracy in following written and oral instructions. Excellent public contact skills required. Exposure to one or more elements such as dust, dirt, fumes, and chemicals. Requires alertness and attention to details to avoid mistakes and injury. Willingness to work cooperatively and enthusiastically with Hotel/CJ staff in food related matters and service is required. Efficient use of time and supplies for meal preparation necessary. Working hours are normally 6:00 a.m. to 3:00 p.m., or split shift(s) of 8 hours per day. Rotating and/or weekend work required. Hours and days of work week subject to change as occupancy of hotel vary. Work assignments are usually split between dining service, housekeeping and laundry, but may vary according to hotel needs and personnel assignments as determined appropriate by supervisory staff and administration.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.