SERVICE SUPERVISOR

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Food and Beverage** **Service Supervisor**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
<u>Pre-service</u> 1. Conduct roll call, and allocate working stations and assign preparatory tasks to individuals, and special set-up if required 2. Ensure technological tools are in working order (as adopted by establishment): • *Reservation system* - *Update CRMS for all guests' contact and information* • *Digital menus* - *Update system on daily specials* • *Point of Sale (POS) system* - *Update system in price change* • *Online Billing / Payment app* - *Update system with latest pricing* 3. Check and approve all food and beverages requisitions and purchases • *E-requisition* • *E-procurement*	• Adherence to standard grooming in accordance with organization's guidelines • Practice good safety guidelines in accordance with organization's guidelines • Requisitions are raised to the par established by the outlet • Use of Internet of Things (IoT) system for stock tracking • Periodic checks on the system	14 days		

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4. Perform table allocations using data from e-reservations and physical reservation into the system • *Cross checking with CRMS to fulfill guests' preference*	• Practice good safety guidelines in accordance with organization guidelines			
5. Apply basic troubleshooting techniques in event technological tools are not working: • *Wiring* • *Power source* • *Rebooting*	• Practice good safety guidelines in accordance with organization guidelines			
6. Ensure all F&B operating equipment (Electrical equipment, chinaware, glassware and cutlery): • *Clean and not defective* • *Sufficient quantities* • *Stored correctly*	• E-reservations are updated into the list • Guidelines are adhered to in accordance with hygiene, health and safety legislations & Safe Management Measures for F&B establishments • Establishment may not pre-set covers			
7. Check all tables are setup and ensure all reserved tables are set according to request, in accordance to safety guidelines and organization's standards				

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8. Coordinate with the kitchen with regards to daily specials and chef's recommendations • *Update e-menu or IPad* • *Program items into ordering system* • *Program prices into POS for e-billing* 9. Disseminate information to the entire service team regards to specialties, promotions • *Use wireless communication device or GSM*	• Accounts regarding pricing are updated			
<u>Service</u> 10. Supervise operations during service: • *Monitor wireless restaurant calling system (customer to servers)* • *Monitor wireless paging system (severs to production or vice versa)*	• Monitor the service process in real time	20 days		

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11. Make food recommendations • *Suggest menu items based on customer's preferences* • *Provide alternatives* • *Take food orders thru Personal Digital Assistant (PDA)* • *Assist guest in e-ordering thru App or IPAD*	• Organisational knowledge empowerment to be used to meet guests'expectation • Interpretation of customer profiles is accurate • Appropriate recommendations are made • Exercise patience when assisting non tech savvy customer			
<u>Post service</u> 12. Prepare daily report from digital platform (POS) including: • *Total covers for Lunch & Dinner* • *Daily lunch sales and dinner sales* • *Daily average check* • *Update to-date sales* 13. Prepare breakdown on menu mix, and to determine the popularity and profitability	• Use collected date to analysis for food promotions/staff scheduling/business decisions: - Day to day / month to month & year to year comparison in terms of revenue and covers • Entries are correct	20 days		

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of a menu item from digital platform (POS), and recommend changes based on data	• Data analytics used when reviewing and planning a new menu thru menu engineering			
14. Plan staff schedule, based on the following; • *Business volume* • *Nature of duties assigned to staff* • *Objectives of management* • *Needs of the staff*	• Hours of work are in accordance of Employment Act			
15. Prepare for forth coming F&B promotion with other departments: • *Logistics* • *Mechanic* • *Sponsorship or Partnership*	• F&B promtions are aligned with the hotel or restaurant yearly promotion calendar			
16. Work with Chef and Beverage Manager to improve profit margin through following: • *Cost Price* • *Wastage* • *Quality* • *Portion size*	• Data analytics and visualization using graphs and charts: - Monitor price fluctuations - Monitor food waste thru Artifical Intelligence - Use Price Look Up (PLU) for price comparison			
17. Manage guest giveback and enquiry:				

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• *Follow up with guest's feedback with immediacy* • *Enquiries to be answered promptly and accurately* • *Collect data to:* - *Improve quality service* - *Meet guest's expectation* - *Use as information to make business decisions*	• Acknowedgement of guest's feedback and concerns are given promptly and in accordance to hotel/restaurant guidelines. • Use data analytics to make recommendation in order to reduce service gaps			