SERVICE SUPERVISOR

ON-THE-JOB TRAINING

Career Conversion Programme for Hotel Professionals

ON-THE-JOB TRAINING

The template is for reference only. Hotels are able to customise the critical tasks, activities, as well as duration.

Note: Salary support will be capped at 60 days training duration.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Food and Beverage** **Service Supervisor**		**TOTAL OJT DURATION** **60 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES (in blue)	**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	17 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*	• Periodic checks on the system			
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*	• Practice good safety guidelines in accordance with organization guidelines			
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	• 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			

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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	26 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*	• 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	17 days		

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13. Prepare breakdown on menu mix, and to determine the popularity and profitability 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			

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17. Manage guest giveback and enquiry: • *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			