

## New

Ministry

Arts, Culture and Status of Women

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Food Service Supervisor

Requested Class

Cook 1

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Heritage/Royal Alberta Museum/Business Ops

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Food Services Coordinator

Supervisor's Current Class

Cook 3

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Museum Café is an important visitor amenity. A well run restaurant adds a positive element to a museum, and an enjoyable experience is known to extend the length of the visitors stay. This position is responsible for the day-to-day operations of the café. This position is accountable to support the Food Services Coordinator (FSC) to ensure an efficient well-trained team that delivers high quality customer service with 100% customer satisfaction. This position will support the day-to-day operation of the café, including food prep, direction and supervision of the staff, monitoring and ordering the inventory and supplies for counter service, monitoring all point-of-sales transactions, ensuring consistent quality control of customer service and provides recommendations to the FSC.

#### Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

##### Responsibility: Museum Café Image

Ensure the museum café physically projects a professional, uncluttered and welcoming environment by:

- Creating a dynamic and vibrant atmosphere that presents the museum at its best
- Creating a café furniture seating and layout plan that meets the needs of the café and complies with health and safety regulations, and ensuring the café layout consistently complies with the plan
- Ensuring all café areas are kept clean, tidy and sanitary, including the main café, patio and lobby seating areas
- Stocking all visitor amenities and café supplies
- Ensuring the tray return, garbage and recycling areas are emptied regularly and kept in clean and sanitary

condition

- Ensuring the counter service areas are kept clean, uncluttered and sanitary
- Ensuring the take-away café dishes and cups are branded, fresh and appealing to ensure the museum is well represented outside of the building
- Regularly inspecting the café and support spaces to ensure they are constantly clean according to Alberta Health standards
- Documenting café maintenance issues and alerting security and housekeeping as needed

### **Responsibility: Excellent Customer Service**

Ensure each and every café visitor is greeted by a museum representative in a friendly and positive manner and is welcomed to enjoy their museum experience by:

- Providing customer services following the GoA values: respect, integrity, accountability and excellence
- Monitoring all interactions in the café to ensure communication is professional and courteous
- Following the front-of-house dress code and taking pride in work and personal appearance
- Ensuring all café representatives are professionally attired according to the dress code and food handling guidelines
- Ensuring correct and efficient procedures for ordering and processing transactions are documented and staff are trained and following the protocol
- Ensuring all café representatives are familiar with café product and understand procedures for out-of-stock items and dietary requirements
- Completing the sale in a professional and courteous manner including efficient sales processing, packing take-away purchases to ensure they are protected and visually pleasing
- Ensuring all café representatives have up-to-date training on current museum activities and general front-of-house knowledge and procedures
- Advising security of any potential situations or problems they should be aware of
- Providing daily activity reports to the FSC

### **Responsibility: Following Museum Café Procedures**

Ensure consistent café procedures are followed by:

- Understanding and following the procedures and tools that all café staff will use based on the policies that have been identified
- Reviewing and understand all museum policies that impact front of house
- Maintaining and evaluating café procedures for customer service, café sales tracking, inventory control, out of stock procedures, cash handling, café layout, visual and cleaning standards, staff training
- Identifying, documenting and monitoring café equipment to ensure it is used and maintained according to manufacturers' specifications
- Providing feedback on café procedures to the FSC as required

### **Responsibility: Supporting Supervision of Staff and Contractors**

Ensure the museum has friendly and appropriately trained café staff by:

- Assisting the Food Services Coordinator in training, scheduling and supervising of kitchen staff
- Assisting the Food Services Coordinator in creating, posting and monitoring work schedules
- Monitoring compliance with food handling requirements and standards
- Communicating new information and maintaining/monitoring staff activity logs
- Attending regular meetings on museum policies, procedures and new activities as directed by FSC
- Providing information on menu items and conducting product knowledge sessions
- Assisting the FSC in conducting annual performance reviews for kitchen staff and give feedback on an ongoing basis
- Actively working in the café during every shift

### **Responsibility: Cash Management**

Ensuring museum's finances are managed according to GoA policies and procedures by:

- Understanding and following the GoA FOIP and PCI requirements in regards to customer sales transactions
- Ensuring accurate daily reconciliation of all café revenue generated
- Maintaining all revenue records and report on a daily/monthly/yearly basis as required

- Coordinating daily cash floats including on hand supply of change
- Maintaining all contingency floats as required
- Preparing deposits of cash revenues and coordinating deposits to the bank on a weekly basis
- Providing information to the FSC and Revenue Collection Coordinator as needed

**Responsibility: Inventory Control**

Ensure the café inventory is managed according to GoA policies and procedures by:

- Ensuring an accurate POS (point-of-sale) system and taking action to correct software and database errors
- Participating in monthly inventory count
- Preparing daily and weekly food order requirements as directed by FSC
- Enforcing policies and procedures that minimize loss

**Responsibility: Health & Safety**

Ensuring a safe working environment by:

- Understanding and following all best practices for commercial kitchens in regards to food handling, food storage and cleanliness
- Understanding, following and monitoring all café spaces to ensure compliance with Alberta Health Standards
- Assisting with health inspections and taking corrective action as required
- Watching and understanding kitchen equipment training videos; understanding the working procedures that are in place for staff use; and ensuring staff are aware of appropriate use and monitor for compliance.
- Ensuring all staff complete hazard assessments and are aware of the GoA OH&S workplace program
- Completing a personal hazard assessment and review annually for compliance and correctness

**Responsibility: Vending Machines**

Ensuring a successful vending machine service by:

- Monitoring and stocking vending machines and coordinate any machine servicing with vendor
- Providing feedback on operation to the FSC

**Responsibility: Administrative Duties**

Ensure all administrative tasks to keep the Museum Café functioning well internally and communication externally is provided as needed by:

- Collecting visitor feedback forms and monitor for trends
- Attending museum café meetings as required

Assisting with the ordering of café supplies as required

- Attending all Royal Alberta Museum and Government of Alberta training as required

**Problem Solving**

Typical problems solved:

This position has daily interactions with the public. These interactions are mostly in a public area and cannot be anticipated or planned for in advance. Any conflict has the potential to be personal, emotional and escalate quickly.

This position requires excellent judgement and decision making skills, along with a high degree of professionalism. Customer service skills, conflict resolution and anger management awareness are essential as there is extensive interaction with the public. This position is responsible to assist with the supervision of a small number of staff and volunteers on the shift.

Types of guidance available for problem solving:

This position must have the ability to refer difficult issues to the FSC, Front-of-House Manager or Director of Business Operations, one of whom will always be on shift or available on call.

Direct or indirect impacts of decisions:

Failure to meet these responsibilities could result in errors in the operational requirements of the museum and potential

embarrassment to the museum, the division and/or ministry.

**Key Relationships**

Major stakeholders and purpose of interactions:

Public - daily - ensuring all interactions have high customer service focus, providing information, dealing with complaints  
 RAM staff - daily - ordering food and group orders  
 Vendors - daily - ordering supplies, special orders, dealing with errors in orders, payment etc

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Cooking

Job-specific experience, technical competencies, certification and/or training:

- At least 2 years of progressive experience in a restaurant or equivalent is required
- Minimum 1 year of restaurant experience as a shift supervisor with hosting and/or wait staff
  - Diploma in Cooking and 2 years related experience
  - Strong communication with the ability to effectively supervise and motivate a diverse staff
  - Problem solving skills and experience dealing with conflict, irate customers, difficult vendors and wrong stock orders, quickly and to a positive resolution
  - Organization skills and experience with ordering, shipments, cleaning schedules and kitchen organization
  - Speaking skills to accurately and easily communicate standards and cooking methods, give orders and speak with customers clearly
  - Stamina, as this position may expect some long days with much of it on their feet
  - Attention to detail
  - Exceptional customer service skills
  - History of punctuality
  - A solid understanding of food safety practices and certified in food safety
  - Clean drivers abstract and the ability to pass a criminal records check
  - Proserve certification an asset
  - The ability to conduct basic troubleshooting of a computerized point-of-sale system is an asset.

**Behavioral Competencies**

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Works to achieve daily, weekly and monthly sales goals</li> <li>• Sets high standard of customer service delivery</li> <li>• Collects feedback from visitors and uses to improve operations</li> <li>• Works to improve efficiencies in cafe operation</li> </ul>
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and</li> </ul>	<ul style="list-style-type: none"> <li>• Fosters environment of cooperation between staff in the cafe</li> <li>• Works with security to increase safety and security of cafe operation</li> </ul>

		learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	• Works with colleagues in front of house to improve all aspects of the staff and visitor experience
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	• Responding to customer requests • Managing staff requests for changes to schedules • Making changes on the fly based on constantly changing parameters in operations

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

043CK52 - Forestry and Parks, Dinosaur Service Centre Cook  
 042CK08 - Children and Family Services Cook

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature
_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature
_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature