banana leaf
by klox

We're Hiring!

Restaurant Supervisor

Job Title: Restaurant Supervisor | **Brand:** Banana Leaf by Klox | **Department:** Operations | **Reports To:** Restaurant Manager | **Location:** Outlet Level

Job Purpose

The **Restaurant Supervisor** at Banana Leaf by Klox is responsible for supervising daily restaurant operations, ensuring high service standards, food quality, team performance, and an excellent customer experience, while supporting the Restaurant Manager in achieving operational and sales targets.

Key Responsibilities

1. Operations & Service Excellence

- Supervise daily restaurant operations and ensure smooth coordination between kitchen, floor, bar, and cashier.
- Ensure food quality, presentation, and consistency as per brand standards.
- Ensure service standards, SOPs, and brand guidelines are followed.
- Handle customer queries, feedback, and service recovery.
- Ensure proper opening, closing, and shift handover procedures.

2. Staff Supervision & Team Support

- Supervise and guide service staff (Captains, Stewards, Cashiers, etc.).
- Assign daily duties and ensure effective floor coverage.
- Provide on-the-job training on service standards, menu knowledge, and hygiene.
- Monitor attendance, punctuality, grooming, and discipline.
- Support recruitment and onboarding of new staff.

3. Sales, Cash & Cost Control

- Monitor daily sales, discounts, voids, FOC, and credit bills.
- Ensure proper cash handling and shift closing procedures.
- Coordinate with Accounts on credit bills, FOC, IOUs, and bill settlements.
- Support control of food and beverage costs and operational expenses.
- Minimize wastage and inventory losses.

4. Inventory & Stock Control

- Assist in ordering of food, beverages, and consumables.
- Ensure FIFO, proper storage, and stock rotation practices.
- Participate in regular stock counts (daily critical items, monthly full stock).
- Report and follow up on stock variances.

5. Customer Experience & Brand Image

- Ensure a welcoming dining atmosphere aligned with Banana Leaf branding.
- Build positive relationships with repeat and corporate customers.
- Promote special menus, promotions, and festive offers.
- Ensure cleanliness, ambience, music, and presentation meet brand expectations.

6. Compliance, Hygiene & Safety

- Ensure compliance with food safety and hygiene standards.
- Maintain cleanliness in kitchen, store, dining, and wash areas.
- Ensure compliance with local regulations and internal policies.
- Report and address safety hazards immediately.

Key Performance Indicators (KPIs)

- ✓ Team service performance & guest satisfaction
- ✓ Sales targets & contribution
- ✓ Food & beverage cost control
- ✓ Staff attendance & discipline
- ✓ Stock variance & wastage levels

Qualifications & Experience

- ✓ Diploma or Degree in Hospitality / Business Management (preferred).
- ✓ Minimum 2–4 years' experience in a supervisory role in a restaurant or hospitality environment.
- ✓ Experience in high-volume, multi-section restaurants preferred.
- ✓ Basic understanding of food cost, inventory, and cash controls.

Skills & Competencies

- ✓ Team supervision & people management
- ✓ Customer-centric mindset
- ✓ Operational and cost awareness
- ✓ Problem-solving and decision-making
- ✓ Ability to work under pressure and long hours
- ✓ Good communication skills

Authority & Limits

- ✓ Authorize minor discounts and service recovery within company limits.
- ✓ Allocate daily tasks and floor duties.
- ✓ Recommend staff training, disciplinary actions, and incentives to the Restaurant Manager.