

POSITION DESCRIPTION

职位描述

Position/Job Title 职位	Supervisor, Food and Beverage, Operations 餐厅主管
Department 部门	Operations 物业运营部
Location 所在地点	Shanghai, China 中国，上海
Current level of Classification 职位级别	Staff 员工级别
Reporting to 汇报对象	Senior Assistant Manager, Food and Beverage 餐饮资深助理经理
Job Purpose 工作概要	<p>In accordance with the management philosophy and purposes of the programme, to serve as a full-time Supervisor, Food and Beverage, Operation, and report directly to the foundation's Senior Assistant Manager, Food and Beverage (referred to as "Director" hereafter). The foundation serves disadvantaged youth in Mainland China.</p> <p>按照“良师益友”项目的管理理念，担任上海嘉和公益基金会名下项目的全职餐厅主管，负责对外运营基金会项目旗下的餐厅管理，工作直接向餐饮资深助理经理汇报。基金会服务对象为中国大陆弱势青年。</p>
Duties 职责	<ul style="list-style-type: none"> - Love his\her own job, abide by professional ethics, strictly implement the company's rules and regulations, earnestly perform job duties. 热爱本职工作，遵守职业道德，严格执行项目的规章制度，认真履行岗位职责； - Be responsible for management of staff and completing work assigned by director. 负责餐厅员工的管理与调度，完成餐饮经理布置的各项工作； - Supervise, check the implement of F&B's service standard and procedure. 监督餐饮部的服务标准和服务流程的执行； - Supervise and carry out the training for staff, making sure that every one of the staff master technical knowledge, service skills and good work attitude. 督导、实施员工培训，确保餐饮部员工有较好的专业知识、服务技巧及良好的工

	<p>作态度；</p> <ul style="list-style-type: none"> - Complete the communication and cooperation with other departments, in order to perfect service. 完成与其他部门间的沟通和合作，共同做好服务工作； - Help director coordinate the relationship between staff in order to make them cooperate and achieve the business target together. 协助上级协调员工关系，使之团结协作，共同完成餐厅的营业指标； - Check the grooming and personal hygiene of the staff, supervise the staff to follow the "staff handbook", and make their behaviors conform to the relevant regulations of the programme. 检查员工的仪容仪表及个人卫生，督导员工遵守《员工手册》，使其行为符合项目的相关规定； - Regularly solicit guest's comments on the quality and supply of dishes, and implement solutions to improve the sales of dishes. 定期征求客人对菜品质量和供应等方面的意见，并实施解决，提高菜品的销售量； - To solve and deal with the guest's suggestion and feedback to the department. 对客人提出的意见和建议，及时解决、处理，并反馈给部门； - Participate in department's regular meeting, convene the pre-meeting of the department on time, assign tasks, and complete the work of uploading and distributing. 参加餐饮部的例会，按时召开餐饮部市前会，布置任务，完成上传下达工作； - Be responsible for scheduling of junior staff, supervise and check other daily work. 负责下级员工的排班，督导、检查其他日常工作； - Check the daily cleaning work of the area, and report, maintain and update the restaurant facilities. 检查员工对其负责片区的日常清洁工作，负责餐厅设施设备的报修、保养和更新工作； - Examine and approve materials and purchase orders, and control the consumption of items to improve the economic efficiency of the restaurant 审批材料、物品申购单，控制好物品的消耗，以提高餐厅的经济效益； - Under the leadership of director, lead the team to complete the sales of recommended dishes.
--	--

	<p>在餐饮经理的领导下，带领好团队完成推荐菜品的销售工作；</p> <ul style="list-style-type: none"> - Be responsible for personnel arrangement and staff performance evaluation, implement rewards and punishments according to the standards of rewards and punishments, and cooperate with the personnel administration department in staff assessment, training and recruitment. <p>负责餐饮部人事安排及员工的绩效评估，按奖惩标准实施奖罚，配合人事行政部对员工进行考核、培训和招聘工作；</p> <ul style="list-style-type: none"> - Complete other tasks assigned by the superior <p>完成上级交办的其他工作。</p>
Competency 能力	<ul style="list-style-type: none"> - Have a strong interest in charity and social organizations, and hope to work with them. <p>对公益慈善和社会组织的工作领域有浓厚的兴趣，希望能够与这些机构共同工作；</p> <ul style="list-style-type: none"> - Hope to help charities and social organizations through the staff own efforts, and get satisfaction in the process. <p>期望通过自身努力能够帮助到公益慈善和社会组织，并在过程中获得满足感；</p> <ul style="list-style-type: none"> - Understand that the public welfare industry is still in the immature stage, be willing to make long-term efforts for the development of public welfare, and be willing to share and grow with public welfare partners. <p>能够理解公益行业尚处在不成熟阶段，愿意长期为公益事业发展而努力，并愿意与公益伙伴们共同分享和成长；</p> <ul style="list-style-type: none"> - Be familiar with the trend of competition in the same industry, having the consciousness of service, quality, market and benefit. <p>熟悉同行业竞争的动向，具有服务、质量、市场、效益意识；</p> <ul style="list-style-type: none"> - Strong time management ability. <p>较强的时间管理能力；</p> <ul style="list-style-type: none"> - Finish the daily work independently to the guidance of superior. <p>能在上级指导下独立完成日常工作；</p> <ul style="list-style-type: none"> - Be able to work with diverse personalities, cultures and situations and use network to connect people. <p>能够在不同的性格、文化和环境下工作，利用网络与人沟通；</p> <ul style="list-style-type: none"> - Good interpersonal and communication skills. <p>良好的人际交往和沟通能力；</p> <ul style="list-style-type: none"> - Proactive and work under high pressure. <p>积极主动，能够承受一定的工作压力；</p>

	<ul style="list-style-type: none"> - Strong initiative, integrity and good judgment. 主动性，诚实正直，有较强的判断力； - Ability to handle multiple tasks simultaneously. 多任务同时工作的能力；
Computer Literacy 电脑技能	Basic computer skills. 基础的电脑操作能力。
Formal Qualifications/ Experience 任职资历/经验	<ul style="list-style-type: none"> - College degree or above in hotel management or related field. 酒店管理或相关管理专业大专以上学历； - At least 3 years' related experience, at least 1 year working experience in the same position. 3年以上相关工作经验，1年以上同岗位工作经验； - Working experience in star hotel or famous catering enterprise is preferred. 有星级酒店、知名餐饮企业工作经验者优先； - Overseas working and studying experience is preferred. 有海外工作、学习经验者优先； - No criminal record. 无不良犯罪记录； - Have a certain understanding of public welfare industry. 对公益行业有一定的了解。

请将简历（可添加其他申请材料）发送到：office@shanghaik.org，在邮件主题中标明：应聘职位 - 姓名。

Please email your resume (feel free to add application materials that you think are necessary) to:
office@shanghaik.org. Please note in email subject line: Position – Name.

关于我们 ABOUT US

上海嘉和公益基金会于 2017 年 11 月在上海民政局注册成立。基金会以“慈心奉献爱，善行暖人心”为宗旨。主要资助贫困家庭，资助贫困儿童和老年人，秉承“助人自助”的公益理念。

基金会现支持“良师益友”项目，资助来自贫困家庭的青年接受餐旅业技能培训和人生技能培训，鱼渔相授，从助人到铸人。

如想了解更多信息，请扫描下方二维码。

Shanghai K Charitable Foundation is registered in November 2017 under Shanghai Bureau of Civil Affairs. With a purpose of helping others to help themselves, the foundation targets poverty people, especially youth group. The foundation supports the Sir Horace Kadoorie Hospitality Mentoring Programme, a charity engaged to poverty youth development in hospitality technical training and life skills training. For more information, please scan the QR code as below to follow.