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| Title: | Visitor Center Kitchen Supervisor |
| Reports to: | Visitor Center Manager |
| Directs: | Visitor Center Staff (Kitchen, bartenders, servers, guest relations, cashiers) |
| Interacts With: | Other Department Managers (Production, Wine Club, Retail, Tours and Special Events, Shipping/Receiving, Human Resources) |
| Category: | Full-time/Exempt |

Summary:

The Visitor Center Kitchen Supervisor is responsible for delivering impeccable service to visitors and to our Chateau Society members. This position directly supervises our kitchen and wine service support staff and at times will also serve as a manager in our tasting room which will include oversight of servers, cashiers and guest relations staff. The scope of responsibility encompasses providing excellent leadership and to work in collaboration with entire hospitality team to coordinate all needs are met for reservations, group tastings and tours, pre-opening prep, post-closing inventory controls, and cash closings. It is estimated that the Kitchen Supervisor will spend approximately 5-7 hours daily overseeing the running of the kitchen and wine service areas, with additional duties split between administrative responsibilities and special projects.

Responsibilities:

- Provides visible leadership in the kitchen and wine service areas; routinely monitors for high levels of service through observation and interaction with servers and visitors; models and reinforces the standards and behaviors expected from staff; upholds, reinforces and suggests improvements to service standards and procedures.
- When needed, serves as floor manager for the tasting room monitoring service and support staff performance; directly manages the staff to ensure consistent, prompt, efficient and courteous service. Checks for visitor satisfaction, expedites service and resolves complaints.
- Oversees preparation of all pairing plates, maintaining the highest standards of quality and consistency to ensure that sufficient plates are prepared at all times. Maintains current and complete knowledge of all food service products to include presentation and preparation in strict compliance to health guidelines
- In conjunction with Kitchen Manager, maintains routine procedures for the daily monitoring and monthly reporting of food and wine service inventory, and ensures proper inventory levels are kept while working within budgetary guidelines.

- Ensures the kitchen, bar, staging room, their appliances and fixtures are maintained to health and sanitation standards. Report any problems in a timely manner.
- Maintains current knowledge of health code standards. Works with Visitors Center Manager to ensure that all staff is up to date on all food service expectations and health codes through ongoing training. Additionally works with all staff to make sure Visitors Center kitchen and wine service areas meet or exceed health code standards.
- Participates in budgetary process for food and wine service needs. Monitors food product waste to ensure food cost stays low and food portions served are within standard set. Monitors and makes recommendations on how to keep glass and service ware breakage to a minimum.
- In conjunction with Kitchen Manager, maintains routine procedures for the daily monitoring and monthly reporting of food and wine service inventory, and ensures proper inventory levels are kept while working within budgetary guidelines.
- Participates in the interview and selection process for new staff.
- Working in concert with the Visitors Center Management Team, ensures staff performance and behaviors are monitored to meet optimal levels; ensures consistency and timeliness of communications regarding substandard work, behavior or appearance. Under the direction of the Visitors Center Manager, provides ongoing corrective performance coaching; properly records and address disciplinary issues, ensures earned rewards are properly recorded and delivered, provides recognition as necessary, celebrates successes.
- Provides active support in maintaining the daily operations of Domaine Carneros' Visitor Center. This includes, but is not limited to, maintenance of VC, daily, weekly and monthly schedules, coding payroll, inventory, ordering and other statistical/accounting functions, and labor costing related functions.
- In conjunction with Kitchen Manager, maintains routine procedures for the daily monitoring and monthly reporting of food and wine service inventory, and ensures proper inventory levels are kept while working within budgetary guidelines.
- Works with Visitor Center Manager and Kitchen Manager to ensure that kitchen staff and bartenders are up to date on all safety training. Provides ongoing training to make certain that the safety of our staff is a priority and takes disciplinary action when procedures are not being followed.
- Ensures daily pre-opening and ongoing inspection of all visitor areas to include parking lots, signage, front stairs, terrace, landscaping surrounding the building, foyer, bathrooms, elevator, club room, tasting bar and walkways to facilitate removal of trash, cleanliness of fixtures and glass, neatness of furnishings, etc.
- Reports maintenance issues in a timely manner, follows up to ensure work is completed properly.
- Ensures bathrooms are inspected, maintained and paper goods stocked throughout the day.

Essential Requirements

Operate a keyboard, telephone, cash register, photocopier, printer and other usual office equipment. Ability to: walk up to 10 miles per day; stand for extended periods of time; move freely through all work areas; frequently reaching, grasping, bending, twisting and lifting items up to 40# such as cases of wine, tables, chairs, etc.; routine and reliable attendance is a requirement of this position.

Required Competencies

- Excellent communication skills, both written and verbal
- Strong interpersonal skills, builds rapport and inspires trust
- Ability to communicate company culture to new employees, anticipating needs and presenting positive welcome
- Ability to handle high volume work load and prioritize effectively
- Ability to apply product knowledge effectively
- Ability to self-manage, to set goals and allocate resources to meet or exceed those goals
- Even temperament, even when under stress
- Ability to function well as part of a multi-functional team
- Demonstrated problem-solving ability
- Dependable
- Ability to think creatively, present ideas persuasively, ask for help when needed
- Present a professional image whenever representing employer

Minimum Qualifications

- Minimum 3 years' experience working in a food service/kitchen management position.
- Current management level food service certification.
- Fully fluent in both speaking and writing in English and Spanish preferred.
- Proven track record motivating a team of sales and service staff to extraordinary success.
- Intermediate level skill in working with POS systems and databases with demonstrated ability to extract accurate information and produce timely, accurate reports.
- Customer service training, whether formal or informal, sufficient to be able to resolve difficult situations with ease and to train others to exceptionally high standards.
- Ability to effectively manage others to include: staff selection, training, and performance management; working knowledge of California wages and hours laws and pertinent safety practices.
- Intermediate math skills, sufficient to add, subtract, multiply and divide, to calculate percentages and demonstrate reasoning skills.
- Intermediate skills in the use of a PC in a networked environment to include in MS Office products: Word, Excel, Outlook, Access; internet browsers, etc.