

JOB DESCRIPTION

POSITION	Supervisor cum Cashier
DEPARTMENT	Operations
REPORTING	Restaurant Manager
DOCUMENT NO.	JD-OP-002
REVISION NO.	0
EFFECTIVE DATE	1 January 2010

No	Items	Description	Remarks
1	Job Objective	To ensure that all the accounting records and the cash register are handled with care and to ensure that all transactions of the day have been made and done in accordance with the procedures herein. This position plays an important role in ensuring that all transactions were made and tallied.	
2	Duties & Responsibilities	<p>Cashier</p> <ol style="list-style-type: none"> 1. Answer customers' questions, incoming phone calls and provide information on procedures or policies. 2. Compute and record total of transactions. 3. Ensuring that amount of monies in cash drawers are accurate and have adequate change. 4. Establish or identify prices of goods, services or admission, and tabulate bills using calculators, point of sales, or optical price scanners. 5. Issue receipts or change due to customers. 6. Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately. 7. Offer customers carry-out service at the completion of transactions. 8. Receive payment by cash, credit cards, vouchers, or automatic debits. 9. Sort, count, and wrap currency and coins. 10. Weigh items sold by weight in order to determine prices. 11. Calculate total payments received during a time period, and reconcile with total sales. 12. Compile and maintain non-monetary reports and records. 13. Keep periodic balance sheets of amounts and numbers of transactions. 14. Post charges against guests' accounts. 15. Pay company bills by cash, vouchers, or cheques. 16. Ensure that all customers made payments before leaving restaurant premises. 	

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3	Authority	<p>17. Ensure that all monies received are properly kept and segregated.</p> <p>Supervisor</p> <p>18. Attend to all enquiries and resolve customer complaints.</p> <p>19. Ensure all orders are delivered and serve on time.</p> <p>20. Supervise and monitor all crews to ensure that every staff is in their assigned work stations and performing their duties.</p> <p>21. Observe the dining area to ensure that all customers' needs are met and attended to.</p> <p>22. Accept reservations or requests for take-out orders.</p> <p>23. Manages all controllable expenses (i.e food, labour, paper cost and as instructed and approved by the Restaurant Manager)</p> <p>24. Assist the Restaurant Manager in managing a team of employees and monitor inventory levels to ensure product availability as well as order products as needed.</p> <p>25. Assist in maintain all employee documentation as authorized by restaurant manager and provide supervisory on job performance on every employee.</p> <p>26. Responsible for quality control on the foods and beverages served.</p> <p>This person has the authority to :</p> <ol style="list-style-type: none"> a) Has the authority to issue receipts or change due to customer b) Maintain clean and orderly check out area. c) Accept reservations or request for take out orders. d) Manage controllable expenses e) Monitor overall operations and inventories f) Substitute the Assistant Restaurant Manager in his absence
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