

First-Line Supervisors/Managers of Food Preparation and Serving Workers

This occupation is a member of the Food Preparation and Serving Related cluster

Job Description

Supervise workers engaged in preparing and serving food.

Job Zone

Job Zone Two: Some Preparation Needed

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Education Requirements

Related work experience - Training is gained through hands-on work and experience in a similar occupation.

Interests

Knowledge

Administration and Management .Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service .Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills

Writing .Communicating effectively in writing as appropriate for the needs of the audience.

Quality Control Analysis .Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Equipment Maintenance .Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Coordination .Adjusting actions in relation to others' actions.

Judgment and Decision Making .Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Active Learning .Understanding the implications of new information for both current and future problem-solving and decision-making.

Critical Thinking .Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Learning Strategies .Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Management of Personnel Resources .Motivating, developing, and directing people as they work, identifying the best people for the job.

Social Perceptiveness .Being aware of others' reactions and understanding why they react as they do.

Tasks

- 1 .Greet and seat guests, and present menus and wine lists.
- 2 .Present bills and accept payments.
- 3 .Forecast staff, equipment, and supply requirements based on a master menu.
- 4 .Perform serving duties such as carving meat, preparing flambe dishes, or serving wine and liquor.
- 5 .Record production and operational data on specified forms.
- 6 .Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- 7 .Collaborate with other personnel in order to plan menus, serving arrangements, and related details.
- 8 .Supervise and check the assembly of regular and special diet trays and the delivery of food trolleys to hospital patients.
- 9 .Schedule parties and take reservations.
- 10 .Develop departmental objectives, budgets, policies, procedures, and strategies.
- 11 .Develop equipment maintenance schedules and arrange for repairs.
- 12 .Evaluate new products for usefulness and suitability.
- 13 .Compile and balance cash receipts at the end of the day or shift.
- 14 .Resolve customer complaints regarding food service.
- 15 .Train workers in food preparation, and in service, sanitation, and safety procedures.

Wages

In 2006, the Pennsylvania average annual wage was \$31,310.00. The entry-level wage was \$20,370.00 while an experienced worker made \$36,780.00.

Job Outlook

During 2004, there were approximately 20,340 people employed in this field in Pennsylvania. It is projected that there will be 22,650 employed in 2014. This occupation will have about 231 openings due to growth and about 484 replacement openings for approximately 715 total annual openings. This occupation experienced significant growth.

Colleges and Training

Restaurant, Culinary, and Catering Management/Manager - A program that prepares individuals to plan, supervise, and manage food and beverage preparation and service operations, restaurant facilities, and catering services. Includes instruction in food/beverage industry operations, cost control, purchasing and storage, business administration, logistics, personnel management, culinary arts, restaurant and menu planning,

executive chef functions, event planning and management, health and safety, insurance, and applicable law and regulations.

Related Occupations

Food Service Managers - Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

Farm and Home Management Advisors - Advise, instruct, and assist individuals and families engaged in agriculture, agricultural-related processes, or home economics activities. Demonstrate procedures and apply research findings to solve problems; instruct and train in product development, sales, and the utilization of machinery and equipment to promote general welfare. Includes county agricultural agents, feed and farm management advisers, home economists, and extension service advisers.

Dietitians and Nutritionists - Plan and conduct food service or nutritional programs to assist in the promotion of health and control of disease. May supervise activities of a department providing quantity food services, counsel individuals, or conduct nutritional research.

Dietetic Technicians - Assist dietitians in the provision of food service and nutritional programs. Under the supervision of dietitians, may plan and produce meals based on established guidelines, teach principles of food and nutrition, or counsel individuals.

Chefs and Head Cooks - Direct the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods. May plan and price menu items, order supplies, and keep records and accounts. May participate in cooking.

First-Line Supervisors/Managers of Housekeeping and Janitorial Workers - Supervise work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.

First-Line Supervisors/Managers of Landscaping, Lawn Service, and Groundskeeping Workers - Plan, organize, direct, or coordinate activities of workers engaged in landscaping or groundskeeping activities, such as planting and maintaining ornamental trees, shrubs, flowers, and lawns, and applying fertilizers, pesticides, and other chemicals, according to contract specifications. May also coordinate activities of workers engaged in terracing hillsides, building retaining walls, constructing pathways, installing patios, and similar activities in following a landscape design plan. Work may involve reviewing contracts to ascertain service, machine, and work force requirements; answering inquiries from potential customers regarding methods, material, and price ranges; and preparing estimates according to labor, material, and machine costs.

First-Line Supervisors/Managers of Personal Service Workers - Supervise and coordinate activities of personal service workers, such as supervisors of flight attendants, hairdressers, or caddies.

Recreation Workers - Conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. Organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies, taking into account the needs and interests of individual members.

First-Line Supervisors/Managers of Animal Husbandry and Animal Care Workers - Directly supervise and coordinate activities of animal husbandry or animal care workers.