



JOB DESCRIPTION

SENIOR CAPTAIN / CAPTAIN / ASSISTANT CAPTAIN

Job Functions & Summary:

Leads the compliance of service, food hygiene, safety and other standards amongst the team on each shift.
Assists in managing front-of-house operations and customer services to optimise outlet performance.

Your key responsibilities will include but not limited to:

- Guides staff in management of customers' queries
- Monitors food and beverage services to ensure excellence customer service and is expected to suggest areas for continuous improvement within the team.
- Supervise service personnel and ensure service and grooming standards are met.
- Monitor workflow and recommend improvements to increase efficiency.
- Coordinate with kitchen staff to ensure timely preparation of orders and delivery of food.
- Oversee condition of seating premises.
- Assist in conducting training for service staff when required to improve service standards.
- Any other ad-hoc duties as assigned.

Requirements:

- Possess valid basic food hygiene certificate
- Minimum 3-5 years of related working experience in restaurant operations in Clubs or Hotels.
- Well-groomed and have a pleasant disposition.
- A good team player with excellent service capabilities.
- Strong interpersonal and communication skills, both oral and written
- Processes positive attitude towards fostering teamwork among associates in support role.
- Ability to adapt, embraces strong cultural diversity, and work in multi-ethnic teams.