FOOD SERVICE SUPERVISOR

(Reference: National Occupation Code - 6212)
Alternative Titles:
  - cafeteria supervisor, food services
  - canteen supervisor
  - catering supervisor
  - food service supervisor

Industry Description

Food Service Supervisors supervise, direct and co-ordinate the activities of workers who prepare, portion and serve food. They are employed by hospitals and other health care establishments and by cafeterias, catering companies and other food service establishments.

General Job Description

The food Service Supervisor supervises the day-to-day activities of the staff and operations of the cafeteria/restaurant in an efficient and effective manner, providing excellence in customer service. Provide quality food services consistent with health and safety requirements/regulations and Sears standards.

Position-Job Functions

Food Service Supervisor performs the following duties:
- Supervise the food services associates, including scheduling/assigning work, participating in performance assessments, coaching/training staff, responding to staff queries, etc.
- Respond to customer issues and requests to ensure excellence in customer service is being provided, e.g. discounting prices, replacing items, operating point of sale terminal, etc.
- Prepare/maintain unit for daily operations, including merchandising, setting up cash float for point of sale terminals, reconciling cash, pricing items/identifying discounts, monitoring and re-stocking food items/supplies (e.g. vending machines, napkins, cups), etc.
- Collaborate with Manager to coordinate and implement special events and activities, e.g. Valentine's Day, Christmas events, decorations, raffles, etc.
- Organize the daily closing activities for the unit, including cleaning, dishwashing, food storage, etc.
Physical Demands Analysis

Shift work is usually required including weekends and holidays.

Food service supervisors spend long periods of time on their feet in warm and sometimes noisy kitchens. Some lifting up to 10 kilograms may be required.

Food Service Supervisor Position Expectations

<table>
<thead>
<tr>
<th>Essential Skills</th>
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<tbody>
<tr>
<td>Reading Text</td>
<td>2</td>
</tr>
<tr>
<td>Document Use</td>
<td>3</td>
</tr>
<tr>
<td>Computation</td>
<td>2</td>
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<tr>
<td>Writing</td>
<td>2</td>
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<tr>
<td>Oral Communication</td>
<td>2</td>
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<tr>
<td>Thinking Skills</td>
<td>2</td>
</tr>
<tr>
<td>Working with Others</td>
<td>3</td>
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<tr>
<td>Computers</td>
<td>2</td>
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<tr>
<td>Continuous Learning</td>
<td>3</td>
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</tbody>
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Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = High

Salary Range:

$19,393 to $30,290 average salary per year.

Pre-employment Skills (Necessary training and where it can be obtained)

Food service supervisors must be familiar with all aspects of food service, including:
- food production
- menu planning and costing
- food safety and sanitation regulations
- food service activities and policies
- effective business practices.
- Most employers prefer to hire job applicants who have related post-secondary education. For example, employers in the tourism and hospitality industry may prefer to hire graduates of related post-secondary programs (for more information, see the Banquet Manager, Caterer, Food and Beverage Service Supervisor in Formal Dining Rooms and Restaurant Manager occupational profiles).
- Larger health care institutions are required to have qualified dietitians or food and nutrition management technologists in charge of their food service departments (for more information, see the Dietitian and Food and Nutrition Manager occupational profiles).
Career Levels/ Years of Experience

<table>
<thead>
<tr>
<th>Career Levels</th>
<th>Position</th>
<th>Average Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>From</td>
</tr>
<tr>
<td>5</td>
<td>Vice President</td>
<td>7 years</td>
</tr>
<tr>
<td>4</td>
<td>Director</td>
<td>5 years+</td>
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<tr>
<td>3</td>
<td>Manager</td>
<td>4 years+</td>
</tr>
<tr>
<td>2</td>
<td>Manager Trainee</td>
<td>3 years+</td>
</tr>
<tr>
<td>1</td>
<td>Supervisor</td>
<td>2 years+</td>
</tr>
</tbody>
</table>

Training Institutions

- Athabasca - [http://www.athabascau.ca](http://www.athabascau.ca)
- Mount Royal - [http://www.mtroyal.ab.ca](http://www.mtroyal.ab.ca)
- Salt - [http://www.salt.ab.ca](http://www.salt.ab.ca)
- U of C - [http://www.ucalgary.ca](http://www.ucalgary.ca)

Reference:

- Economic Research Institute (ERI) [http://www.eri.com](http://www.eri.com)
- Industry Standards (see industry information)