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## Restaurants & Bar Outlets Supervisor – Red Lion Hotel Pasco Airport & Conference Center – Eternal Hotels™

### Description

Eternal Hotels™ is a national hospitality company primarily engaged in the management and ownership of upscale, midscale and economy full service and select service hotels & restaurants.

Our portfolio is growing and the brand family includes franchised properties from Red Lion Hotels, Best Western Hotels, Intercontinental Hotels Group, Choice Hotels, and select unbranded properties.

Eternal Hotels™ is growing our Restaurants Operations team and are looking for a Restaurants & Bar Outlets Supervisor to join our team at the Red Lion Hotel Pasco & Conference Center!

### Summary/Objective

The Restaurants & Bar Outlets Supervisor is expected to deliver a high-quality experience to our guests and motivate our staff to ensure excellent customer service. Supervisors will be responsible for maintaining quality and increasing profitability. Exceptional management skills and a strong understanding of customer service are a must. The Restaurants & Bar Outlets Supervisor will be responsible for supervising staff and daily operations of 3 restaurant/bar venues, menus, room service, and help book entertainment.

### Responsibilities

#### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversees food preparation, ensuring compliance with health, safety, food handling, and hygiene standards.
2. Ensures customer satisfaction with all aspects of the restaurant and dining experience.
3. Handles customer complaints, resolving issues in a diplomatic and courteous manner.
4. Maintain quality control for all food served.
5. Analyze staff evaluations and feedback to improve the customer's experience
6. Project future needs for goods, kitchen supplies, and cleaning products; order accordingly.
7. Oversee health code compliance and sanitation standards.
8. Seek ways to cut waste and decrease operational costs.
9. Train new employees and provide ongoing training for all staff.
10. Observe performance and encourage improvement where necessary.
11. Ensuring that checklists, requisitions and proper opening and closing functions are being completed each shift.
12. Ensure basic standard operating procedures for all outlets are in place and are in compliance with Federal, state, local and Red Lion Hotel's own

### Eternal Hotels

Eternal Hotels LLC

### Employment Type

Full-time

### Beginning of employment

Open Until Filled

### Duration of employment

Year Round

### Industry

Hospitality

### Job Location

2525 North 20th Avenue, 99301, Pasco, WA, USA

### Working Hours

Open Availability. Weekends and Holidays required.

### Date posted

November 2, 2021

### Valid through

12.11.2021

practices. (e.g. ServSafe, Responsible Vendor)

13. Ensuring that all steps of services as outlined in training materials are being followed on a daily basis.
14. Interact positively with customers promoting hotel facilities and services. Resolve problems to the satisfaction of involved parties. Answer telephones in a clear voice, coordinate and document reservations. Maintain rapport with all departments and attend relevant meetings.
15. Ensure that all standards and hotel cash handling procedures are met.
16. Maintain cleanliness of all outlets on a daily basis.
17. Ensure all daily and monthly reports are detailed and submitted in a timely matter.
18. Assist in planning and setting up special restaurant events.
19. Complete other duties as assigned.

### **Competencies**

1. Strategic Thinking.
2. Business Acumen.
3. Thoroughness.
4. Leadership.
5. Communication Proficiency.
6. Presentation Skills.

### **Supervisory Responsibility**

1. Hires and trains restaurant/bar staff.
2. Organizes and oversees the staff schedules.
3. Conducts performance evaluations that are timely and constructive.
4. Handles discipline and termination of employees in accordance with hotel policy.

### **Work Environment**

The Restaurants & Bar Outlets Supervisor works in the multiple establishments within the Hotel. They spend most of their shifts moving between the front of house and the kitchen. They may also spend some time working in an office.

### **Physical Demands**

1. Ability to traverse all parts of the restaurant quickly.
2. Prolonged periods sitting at a desk and working on a computer.
3. Must be able to lift 25 pounds at times.

### **Qualifications**

#### **Required Education and Experience**

1. High school diploma or equivalent required.
2. Previous restaurant experience required.
3. Ability to Obtain a Food Handlers Card
4. Ability to Obtain a MAST Washington State Permit

#### **Preferred Education and Experience**

Post-secondary education or suitable combination of continuing education and 2+ years of management experience.

### **Job Benefits**

We offer competitive pay, excellent benefits, and many other perks!

**Contacts****Additional Information**

All your information will be kept confidential according to EEO guidelines.

**An Equal Opportunity Employer**

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 547-0701 or via email at [hrredlion@eternalhotelsllc.com](mailto:hrredlion@eternalhotelsllc.com).