

**MANAGING FOOD & BEVERAGE OUTLET  
(BAR OPERATIONS AND BEVERAGE CONTROL)  
Supervisory Skills**

**Objectives :-**

1. To be get familiar with SUPERVISORY SKILLS.
2. To understand the attendance taking procedures.
3. To understand and remember Briefing procedures.

There are some basic supervisory duties that are performed by supervisors in restaurants and bar.

**1. Taking Attendance:** Attendance of the staff is taken in every shift. This is recorded with utmost care and used for calculating salary and wages. The amount of salary is proportionate to the presence on duty and contribution to service operations.

A restaurant maintains two types of attendance -

1. A list of staff members on page to mark them present or absent.
2. One which devotes a page for individual staff member and marked with number of days, hours he has worked with details of weekly off, holidays and overtime.

These registers are maintained carefully and kept under lock. This is maintained as per labour laws and is a legal document. They are used for years together and are presented to pay-roll master for calculation of salary.

The supervisor must follow some norms in registering attendance of staff -

- a. Staff coming late must be marked late without fail, frequent late coming may lead to specific action. Habitual late comers must be counselled by supervisor.
- b. Attendance must be marked with pen, any changes and deletion must be countersigned by supervisor and concerned staff.
- c. Importance of attendance must be emphasized in all briefings and meetings.

**2. Briefing:** It is the most critical mode of communication between staff and management of any organization. It is an opportunity for upward and downward communication.

In briefing session, a supervisor must check the following

- Grooming standards of all servers
- Uniforms which are clean and neatly ironed
- Shoes are well polished

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- Servers knowledge of menu, available and non available dishes for the day
- Speciality of the day
- Discussion on VIPs in house and important events if any
- Discussion on staff grievances and feedback from staff
- Prices, discounts and any pricing policy on the day
- New policy of the management
- Table reservation status
- Service standards
- Guest complaints and measures to avoid it
- Recognition for job well done
- New staff members introduction
- Staff schedules and table allotment
- Management observation about operations

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**3. Managing Discipline :** Discipline is very important in any f&b service outlet. The guest always like to see the professionalism and indiscipline affects the image of property. Indiscipline also reflects the standard of service and hygiene at the outlet. Discipline is always necessary to make servers communicate with courtesy, etiquettes and manners. It is necessary for the servers to follow procedures and systems as adopted by the outlet and avoid any kind of chaos. Discipline is also necessary for coordination with other departments and getting their cooperation in service. Disciplines staff gives quality service and maximum customer satisfaction. The rules of the house are well explained to servers and they are motivated to follow all rules and regulations. . F&B supervisor should reinforce discipline by setting example of self discipline. Any breach of rule shall be dealt with warnings and repeated offence with disciplinary action. The labour laws are followed while taking any action on servers.

## References :-

1. **Food and Beverage Service-** 2nd Edition in Oxford Higher Education by [R. Singaravelavan](#).
2. **Food and Beverage Service-** A Training Manual by [Sudhir Andrews](#).
3. **Food and Beverage Service-** 9th edition by [Dennis Lilicrap](#).
4. [www.ihmnotessite.net](http://www.ihmnotessite.net)
5. [www.slideshare.net](http://www.slideshare.net)

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**Thank  
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