



JOB DESCRIPTION

Position Title : Supervisor – F&B

Department : Food & Beverage

Scope of work (JOB PURPOSE)

Supports and assists the F&b Operations Manager in the daily operation of the unit including standing in for them whenever necessary. Is responsible for food quality, guest service, cash handling and financial controls. Participates in on the job training to ensure that staff members consistently achieve the high standards demanded by LEGOLAND Dubai. Ensures that all sanitation and safety procedures are implemented and maintained.

Main Responsibilities

Food Service Operations: Oversees and coordinates the operational effectiveness of all assigned food locations. Implements and enhances high level of service, quality, and sanitation standards within the facility. Ensures that all guests are served in an efficient and friendly manner with children as a primary focus. Must understand and meet all guest expectations and can communicate positively to all guests and staff. Communicates daily operational and financial objectives to team members daily.

Training and Development: Responsible for motivating, training, cross-training and developing the team. Provides positive and corrective feedback to all team members to improve performance output with the assistance of the unit Manager. Must train staff on food safety, HACCP, cash handling, guest service and general safety policies and procedures and share this knowledge with others daily.

Operational Support: Monitors labor hours and ensures that payroll reports are accurate. Responsible for the daily ordering and receipt of food and supplies if needed. Enters delivery invoices into system daily if needed. Monitors handling of cash and inventory control, referring any issues for investigation to the Manager or Duty Manager.

Human Resources: Implements and enforces all company and divisional policies and procedures. Gives assistance to the Manager in the implementation of progressive exemplary and disciplinary action in line with performance and policy regulations. Must be familiar with all HR documents regarding hiring, interviewing, coaching, counseling, internal transferring, promoting, performance evaluating and employee benefits.

Financial Operations: Responsible for maximizing revenue and per capita spending goals within the assigned area on a day to day basis. Assists the Manager in monitoring cost controls in the areas of labor, food and other direct expenses ensuring that they are within budget. Controls ordering, waste and usage of all goods.

Safety and Sanitation: Ensures that all staff are trained and execute proper safety and sanitation requirements always. Oversees that all staff is knowledgeable and follows required Merlin Company, local and LEGOLAND HACCP guidelines. Must have ability to recognize and report any possible safety hazards to the Manager or safety representative.

Disclaimer: Job descriptions are not exhaustive, and the job holder may be required to undertake duties which are in line with but not limited to the above responsibilities



Maintenance and Physical Plant: In the absence of the Manager, responsible for initiating and following-up all maintenance and sanitation issues to ensure that all facilities are proactively maintained and in working condition.

Health & Safety

To take reasonable care for the health and safety of themselves and of other persons who may be affected through your work activities. To cooperate with and support the LEGOLAND Dubai Management to allow the business to fulfill its legal responsibilities through:

- Following reasonable instruction related to health & safety.
- Reporting dangerous situations or deficiencies in health & safety arrangements.
- To only use work equipment in accordance with training
- To not interfere or misuse anything provided for the purposes for health & safety.

Qualifications, Experience, & Skills

Required Qualifications:

A secondary school or general education degree (or equivalent education and experience) is required.

Required Experience:

- Requires at least 2 years of practical food service experience, preferably in a themed environment. Must be customer-service focused and have an understanding of customer expectations.
- Needs to have working knowledge of food quality standards, waste management, food excess and shortages, cash handling procedure and proper receiving, preparation and storage of food.
- Must have business-orientated personality and possess strong communication skills, both in a verbal and written format. Effective organizational and problem solving skills with the ability to make quick decisions required. Ability to work as part of a team and to develop others within the team structure required.

Job-Specific Skills:

- Advanced communication skills, written and verbal required. Being able to use written and spoken skills to explain tasks and give reasoning and directions effectively.
- Strong Leadership to motivate and engage with team members and management
- Problem Solving
- Excellent Customer Service
- Interpersonal skills and the ability to work with a diverse team of assistants, team leaders, cooks, managers, servers and senior members of the resort management team.
- Team Player
- Organization
- Sales
- Dependability
- Time management
- Inventory control
- Customer Service

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- Financial Understanding
- Self-Motivated

Additional Experience

- Ability to stand for prolonged periods of time.
- Intermittent and prolonged standing and walking to move about the park site and to interact with guests and other employees.
- Ability to lift and move up to 12kg, and in some cases to do so repetitively.
- Ability to lift and move up to 12kg over your head occasionally
- Various inside and outside locations with varying temperatures and floor surfaces.
- Must be willing to work flexible hours, including evenings, weekends and holidays to support park operations.
- Must conform to park wardrobe and grooming guidelines.

To Apply

Please email your CV and Covering letter to Maitha.Alharmoudi@LEGOLAND.ae

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