

## **Job Title: Catering Services Supervisor**

Responsible for handling all F&B function involving guest service; Carry out service in outlets, functions, events, outside caterings. Provide training, guideline and lead team members and casual staff to provide satisfactory services to customers. Provide efficient service to guests according to established service requirements at banquet rooms and halls by taking special orders assigning same to staff with instruction on special requirements, ensuring food services and items are the same as the set menu and special request.

### **Responsibilities:**

- Provide professional guest services to guests
- Capable to handle & solve guest complaint and reflect guests comment to the management
- Train, guide and lead team members to carry out individuals duty and responsibility
- Comment and provide suggestion to supervisor on daily operation
- Ability to distinguish product quality, taste, texture and presentation and observe preparation

### **Requirements:**

- Form 5 or above
- Minimum of 2 years of banquet operation experience or F&B assistant supervisor experience preferred
- Fast learner, positive attitude, willingness to work shift-duty and long-hours
- Strong communication and interpersonal skills
- Good command in both spoken and written Chinese and English
- Possess computer operation knowledge
- Ability to supervise subordinates and solve problems and make rational decisions
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to diffuse anger, collect accurate information and resolve conflicts
- Contract is renewable after 2 years.

*Interested parties please send your full resume stating present & expected salary to HR Department by email to [hr@asiaworld-expo.com](mailto:hr@asiaworld-expo.com).*

*Personal data collected will be used for recruitment-related purpose only.*

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