

Supervisor Checklists

Use this checklist to guide you. Following these points will ensure our customers will receive the best experience possible as you, your team and the operation are ready for action.

Supervisor Checklists

Before Service

Before Service Brief

- Total passenger numbers
- Numbers of children
- Large group details eg. nationality
- Pre-booked meals / tables / seating
- Passengers who require additional assistance
- Stena Plus – EXTRA members

Ready for Service

- Uniform in line with standards
– always 'on stage'
- Remind employees of key service behaviours
- Menu changes and out of stock items
- Sales targets and incentives
- Offer and promotions
- Brief 'Welcome' employees

Location welcoming and ready for service – through the eyes of the customer

- Doors are open
- All employees in 'welcome mode'
- 'Off stage' equipment is out of sight
- Appropriate backing music and lighting
- Comfortable temperature for customer
- Clean and tidy in all areas
- Seats, tables and printed material aligned

Service Counter Areas

- Product quality and presentation
- Clean and tidy till areas
- Clean and tidy waiter stations
- All equipment ready for service
- Correct product temperatures
- Sufficient stock levels, including condiments
- Check printed material, menus and digital signage
- Allergen information is available
- Merchandising in line with display principles

Report Defects

- Continual inspection

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In Service

Personal focus

- Ensure personal presentation to standard
- Role model expected behaviours
- Walk the floor
- Talk with customers
 - complete checkbacks
- Choose your attitude
 - behaviour breeds behaviour

Be ready to lead

- Coach and motivate employees through crossing
- Catch our people doing the right thing – praise and recognition
- Organise and prioritise tasks related to demand
 - including employee breaks
- Supervise employee actions and behaviour

Ensure continual focus on quality

- Product presentation
- Temperature of plates
- Hot food temperature
 - length of holding times
- Timely and prompt table clearing

Manage and minimise queues

- Ensure constant communications with customer
- Manage the speed of service

Maintain service levels through crossing

- Ensure our people are always visible and available
- Use table service when appropriate
- Encourage employees from behind counters and interacting with customers

Wastage control

- Cook to order where appropriate
- Matching quantity to demand
- Portion control
- Regular replenishment
- Report and record

Farewell

- Brief employees ready for disembarkation
- Manage additional assistance needs
- No vacuuming whilst customers moving through areas

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After Service

Debrief

- If issues not addressed during service, they should now be raised
- Thank employees for their efforts and recognise what went well
- Where opportunity arises take feedback from employees

Ensuring tasks are allocated and completed

- Storage – restock or de-store areas
- Cleaning – according to schedules
- Equipment checks and shutdown (including tills)