

F&B Supervisor (Hostess)

Job description

Member Experience & Service Excellence

Provide a warm, professional, and personalized greeting to club members and their guests in all F&B outlets.

Ensure prompt, accurate, and high-quality food and beverage service, maintaining attention to detail and efficiency.

Deliver a high level of hospitality that aligns with the club's standards, creating a welcoming and enjoyable atmosphere for members.

Possess thorough knowledge of the menu, including ingredients and preparation, to confidently provide recommendations and enhance the dining experience.

Operational & Administrative Support

Provide essential administrative and operational support to the Restaurant Manager and Banquet Manager, ensuring the smooth and efficient running of daily operations.

Attend and actively participate in daily F&B briefings and ensure all important information are communicated to the team

Work collaboratively with the Restaurant & Banquet Manager to manage day-to-day administration such as updating Point-of-sales, menu updates, discounts, menu engineering etc

Oversee the production, formatting, and quality control of all menus, wine lists, event signage, and food tags for the restaurant, bar, and banquet functions.

Coordinate with the Marketing Communications (Marcom) team on the development and rollout of marketing collaterals, ensuring alignment with promotions, events, and current offerings.

Guest Experience, Upselling & Service Leadership

Maintain a strong presence on the floor during service periods, ensuring the guest experience is smooth, personalized, and in line with the club's standards

Lead by example in recommending food and beverage pairings, particularly wine, to enhance the dining experience and drive upselling initiatives

Bar Knowledge is an advantage

Train and support service staff in confidently upselling key dishes, wines, and promotions through strong menu knowledge and guest engagement techniques

Monitor and ensure adherence to the restaurant's service sequence and hospitality standards to deliver a consistently high-quality experience

Operational Efficiency & Cleanliness:

Supervise setup and resetting of tables, service stations, and work areas to ensure smooth operations.

Ensure all dining areas, workstations, Bar, Coffee station and service areas meet the highest standards of cleanliness and hygiene

Regularly check and replenish table settings, condiments, and napkins for the convenience of members.

Maintain food quality, presentation, and service speed in line with club expectations

Teamwork & Communication:

Collaborate effectively with team members and kitchen staff to ensure smooth service.

Actively participate in team briefings and contribute positively to internal communication

Communicate professionally with supervisors to address any service-related concerns or improvements

Assist with additional tasks as needed to support the overall operation of the club's dining facilities.

Requirements & Criteria

Minimum 2–3 years of relevant experience in F&B service, preferably within a club, hotel or fast-paced All day dining restaurant setting.

Prior supervisory or team lead experience is an advantage.

Strong knowledge of food and beverage service standards, menu items, and wine pairings.

Bar knowledge and basic mixology understanding is a plus.

Proficient in using POS systems and basic administrative tools (e.g., Microsoft Excel, Word).

Excellent communication and interpersonal skills, with a strong customer-service orientation.

Well-groomed, professional demeanor with a passion for hospitality.

Ability to multitask and remain composed under pressure, particularly during peak service periods and events.

Flexible to work shifts, weekends, and public holidays as required by club operations.

A team player who can also work independently with minimal supervision.

Salary Range \$3000-\$3500