

Full-time FOH Supervisor/Senior Team Leader

Sakimoto Japanese Bistro
Christchurch CBD,
FOH Supervisor/Senior Team Leader
Full time
\$27 - 33 hourly

Join the Sakimoto Family!

Sakimoto is a welcoming space for all customers and team members alike. We prioritize building a supportive, caring and high-performing team where trust, hard work, and kindness are deeply valued. We always seek someone who is energetic, reliable, and thrives under pressure in our fast-paced environment. In return, we offer a warm, family-like atmosphere, flexible schedules, and a place to advance your career. If you're passionate about Japanese cuisine and eager to grow with a dynamic team, apply now and become part of Sakimoto!

For more info, check our website:

<https://www.sakimotojapanesebistro.com/join-us>

Address: 119 Worcester Street, Christchurch CBD, (Shop 16A Cathedral Junction)

About this role:

Please note, this position is a preparatory title for the Restaurant Manager position, therefore successful candidates should be able to demonstrate sufficient skills and experience in mastering all necessary tasks in hospitality, team leading, and management within the initial 3 months, in order to fully take on the Restaurant Manager position later on.

Although this is a management role, we at Sakimoto believe in a family-style and hands-on approach where our managers, supervisors and team leaders don't just give instructions, but actively work alongside staff in FOH tasks, setting an example and helping those in need. Therefore, we expect candidates in this role to master all FOH tasks with no exception, and to assist team members.

- Especially table service, basic bar tasks, dish up, opening & closing, dishwashing, cleaning, and solid knowledge of operating Eftpos and till machines.

Who we look for: team-player, all-rounder, customer service, multitasking, being quick and consistent, can handle pressure, time management, attention to detail, and reliability.

Key info:

- Full-time permanent position: 30 weekly guaranteed, but 35-40 hours on average, can be extended if able to do kitchen help or take over more management tasks in the future.
- Our 70-seat restaurant opens Mon-Sun for dinner service only from 17:00 – 21:00 (last order), usually 15:30-17:00 opening, 21:00-22:00 clean up and closing, the kitchen prep shift can be as early as 13:00.
- Flexible 4-6 day weekly roaster (regular schedule not preferred but possible), expect to work on weekends and most public holidays. (Xmas, New Year, and some public holidays will be closed).
- Interview and a 1-day pre-contract tryout with \$25/h apply.
- Minimum 1-year contract, with the first 90 days being the trial period, the contract and terms might be renegotiated and revised for the Restaurant Manager position when needed.
- Kitchen experience not required but highly preferred, basic knowledge and skills in the kitchen are expected later on when advancing to the Restaurant Manager's role.
- NZ work rights are essential to apply. Visa sponsorship can only be discussed after the manager's position and other requirements are met.

Responsibilities:

- Team Leading: supervise, support, and look after a FOH team of 3-6 during shift, and effectively work with the kitchen crew to ensure a smooth and efficient daily FOH operation.
- Customer Service: Engage with customers and ensure a high level of experience and satisfaction
- Staff Management: ensure a passionate, supportive, and professional morale and working environment for the team, and optimal team performance
- Coordination: Communicate effortlessly, and be able to build positive relationships with co-workers, customers, the employer, suppliers, and other relevant parties to reach desirable outcomes.
- Inventory and maintenance: cash up, (working with kitchen team) stock level check and order, keep everything clean, well-maintained, and organized
- Staffing: Hiring, interviews, training, and evaluating FOH staff. Shift planning
- Problem-solving: able to handle different and unexpected problems under pressure and solve them in a timely and professional manner
- Ability to master all FOH tasks with no exception, and to assist team members when in need.
 - Especially table service, basic bar tasks, dish up, opening & closing, dishwashing, cleaning, and solid knowledge of operating Eftpos and till machines.

About you:

- Minimum 2 years of proven full-time experience in leadership or management in a busy restaurant,

- mindful of customer service quality, team performance, efficiency, cost control, etc
- Minimum 3 years of total FOH experience working in similar licensed and fast-paced restaurants, customer-focused and motivated
- LCQ or Duty Manager Certificate (otherwise able to acquire them in a fairly short time).
- Confident and able to lead, coach, and support staff at all times as required
- Must enjoy work unsupervised, as well as in a team, and be able to find tasks on your own to keep yourself and others busy
- Solid work ethics and professionalism: enduring, trustworthy, and reliable; a “can do” attitude is a must, never turn away from any duty
- Excellent problem-solving and multitasking skills, and ready to support the team and solve any problems in all scenarios, including when outside of shifted hours when required (i.e., during emergencies).
- Strong ability to handle key responsibilities and pressure, remain calm, organized, and productive at all times
- Outstanding teamwork and people skills, always able to deliver a positive, friendly, and charming energy to the team and customers.
- Management and organizational skills, and attention to detail.
- Strong verbal and written communication skills in English.
- Able to work in a multilingual and multicultural environment.
- Able to work on a flexible and changing roster
- Kitchen experience or willingness to learn about basic kitchen operation.

- Passionate about food and drinks, especially Japanese cuisine and food culture

Bonus Qualities:

- Any level of kitchen experience, including kitchen hand, prep cook, etc, and able to cover some kitchen shifts.
- Fluency in Japanese
- Solid bar background, knowledge of sake and wine, and developing beverage menu.
- Good understanding of Japanese and NZ dining and drinking culture, and relevant regulations.

For applications (CV and cover letter):

sakimotojapanesebistro.office@gmail.com

Contact: Seiji Shimizu, Carl He

(Please note: due to large numbers of applications, we only reach out to candidates that are already shortlisted, also applications with no complete CV and cover letter will not be attended as we are after staff with basic attention to detail.)