

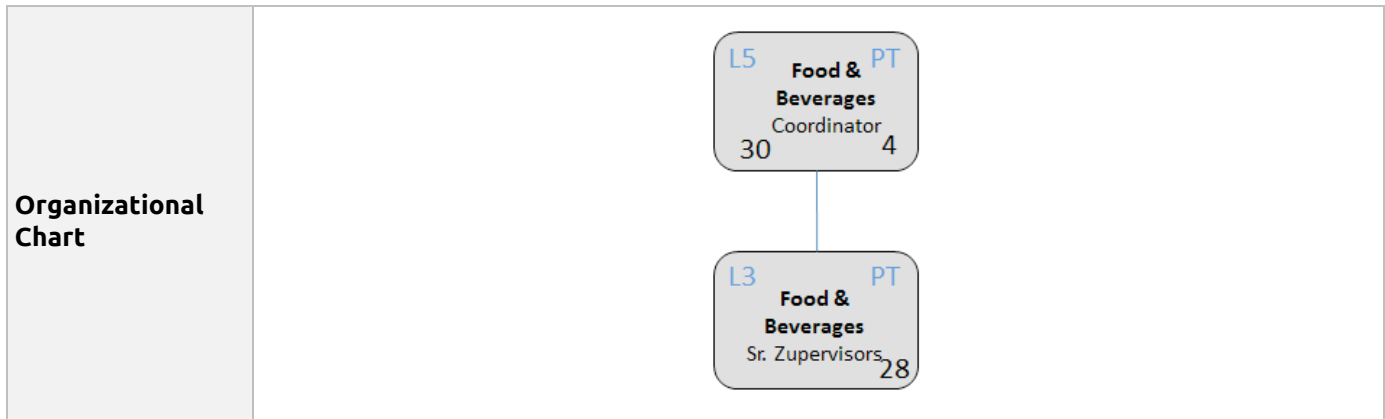


I. JOB DESCRIPTION			
I.1	Identification Facts		
Area	<i>Functional</i>	<i>KidZania Ministry</i>	
	Zupervisors	Food Administration Zupervisors	
Contribution Level	Sr. Zupervisors		
Organizational Level	3		
KidZania Government Level	Metropolitan		
KidZania's Key Position	<input type="checkbox"/> Yes		<input checked="" type="checkbox"/> No
Position Location	<input type="checkbox"/> State Offices		<input checked="" type="checkbox"/> Facility
Contract Type	<input checked="" type="checkbox"/> In House	<input type="checkbox"/> Shared Services	<input type="checkbox"/> Outsourced

I.2	Scope
Position Summary	The Food & Beverages Sr. Zupervisors is responsible for ensuring customer service satisfaction through food & beverages services.
Responsibilities	<ul style="list-style-type: none"> Assists visitors and promote Food & Beverages services Take Food and beverages orders, collect money and clean corresponding service areas Perform Food & Beverages sales satisfying customers needs Ensure sales target through good quality customer service Manage the cash of the assigned Food & Beverages point of sales Evaluate quality of ingredients Record food daily deliveries to the different points of sales Support Food & Beverages inventory elaboration Maintain sanitation, health and safety standards

I.2	Scope
	<ul style="list-style-type: none"> • Keep an orderly environment in Food & Beverages areas • Report to the Food & Beverages Coordinator any anomaly related to operational equipment and establishment • Prepare a variety of foods and beverages according to visitors' orders or coordinators' instructions, following approved procedures. • Package take-out foods and/or serve food to as required • Assist cooks and kitchen staff with various tasks as needed
Key Project Deliverables	<ul style="list-style-type: none"> • Daily service reports • Inventory Checklist • Operations Checklist
Key Performance Indicators	<ul style="list-style-type: none"> • Total Sales • Customer Satisfaction

I.3	Key Relationships	
Reports to	Food & Beverages Coordinator	
Direct Reports	None	
Indirect Reports	None	
Internal Interactions	Area	Purpose
	Food & Beverages	Perform Food & Beverages sales, reaching target
External Interactions	Area	Purpose
	Visitors	Ensure Customer Satisfaction through high quality service



II. JOB PROFILE	
II.1	Qualifications
Educational Background	Sales, Business Administration
Educational Degree	High School
Work Experience	Minimum 1 year of experience in service companies
Position's Specific Knowledge	<ul style="list-style-type: none"> • Customer service • Money management • Operational knowledge • Food and Beverage preparation processes
Languages	Basic Level of English, Local Language
II.2	Competencies
KidZania's	Quality Focus, Driving Results, Creativity and Innovation
By Government Level	Service Focus, Active Listening
By Functional Area	Process Management, Safety Focus, Time Management
II.3	Requirements
Travel	None

II.2	Competencies
Working	Applicable to work during weekends and extended shifts