

## Making Job Descriptions Work for You - By Ken Burgin

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Can a Job Description guarantee perfect work?

Telling someone to 'be good' never guarantees perfection, but if it's clearly written down, at least they know what 'good' looks like. If you don't offer a proper 'road map' you are asking for disappointment. It may start out well, but then usually declines.

A Job Description does many things, and sets out tasks and responsibilities. It shows applicants you're organised and efficient, and it's a guide for new staff on what to do. It's the basis of a productive performance review. It can also be a checklist for discipline and a warning to the lazy. A clear and understandable document sets you apart from your competitors who still rely on verbal direction and yelling.

**Ensure the lines of responsibility are clear.** In small or family-run businesses, these may be hard to describe exactly, but everyone wants to know 'who's my boss'. If work is being avoided, a proper 'chain of command' put the onus onto the person higher up the list to fix the problem.

**Supervisors and managers who do everything themselves will soon have problems.** As well as being accountable for results, a JD should sets out their responsibility to ensure that others carry out their duties correctly. Is this clearly stated?

**Put teamwork and safety at the centre.** Occupational health & safety is an essential part of a modern JD. By including it in the document and having mandatory training, you demonstrate your business commitment to health and safety. Also include a requirement to 'support fellow workers and contribute to the teamwork of the business' (or similar words).

**Don't ask for the impossible.** If the document for anyone less than General Manager level insists, for example, that 'food costs must be kept below 25%' or that 'sales targets will be met or exceeded each quarter', you're implying that this is possible for a normal person to achieve with the systems and equipment that you provide. By all means reach or the stars, but if these standards aren't met, what are the consequences?

Do you need to modern Job Descriptions? We've done the hard work for you. Join Profitable Hospitality and download these 24 key Job Descriptions (listed below) -- already written in Word format, ready to use immediately or make your edits. They're just one part of more than 220 staff forms and documents available at any time 24/7.

Management Job Descriptions: General Manager, Restaurant Manager, Food & Beverage Manager, Sales Manager, Operations Manager, Financial Controller.

Kitchen Job Descriptions: Head Chef, Chef or Cook, Baker, Pastry Chef, Kitchen Hand or Steward, Apprentice Chef, Counter Assistant.

Bar Job Descriptions: Bar Manager, Bar Server, Duty Manager, Cellar Staff, Sommelier, Security Staff.

Restaurant & Cafe Job Descriptions: Restaurant Supervisor, Host or Hostess, Waiter or Server, Barista, Trainee Waiter or Server.

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