



JOB DESCRIPTION

Designation: CATERING SUPERVISOR (Farrer's Bar & Restaurant)

Effective from: May 2021

Job Activities

Main Purpose of the Job:

- To coordinate the day-to-day running and service delivery at Farrer's Bar & Restaurant provided by the team, and to ensure that the front line operation provides excellent customer service.
- To ensure our team and customers are safe, through maintaining high standards of hygiene, health and safety

Responsible to Farrer's Senior Supervisor for the following duties:-

1. To ensure customer service standards are utilised by every member of the team, are focused on providing exceptional experience, which exceeds customer expectations. Also to record customer feedback and suggestions, for the purpose of continual improvement, to further exceed customer expectations.
2. Work proactively with all members of the team, and managing day to day staffing levels, including station management.
3. Ensure health and safety standards are maintained to a high standard, including ensuring our team and customers are safe through the continuous practice of Covid-19 procedures.
4. To ensure cash handling is secure and meets the company's cash handling procedure.
5. To ensure efficient day to day running of the business, through effective booking management, to meet the needs and expectations of customers.
6. Good knowledge of preparation and serving of food, beverages and alcoholic drinks.
7. At the start of a shift ensuring that the whole area is clean and throughout the shift.
8. To carry out regular cleaning and maintenance of all equipment and public areas ensuring that areas are kept clean and tidy, bins emptied and the removal of rubbish to outside waste disposal bins. To carry out periodic deep cleans.

9. To receive and check deliveries, maintaining stock rotation, carry out stock checks and report any shortages to line managers.
10. To ensure the effective setting up of rooms and equipment, moving furniture, preparing room layouts to the requirements of the customer.
11. To ensure that all regulatory legislation relating to Health and Safety and relevant Hygiene legislation is adhered to at all times.
12. Correct use of equipment and cleaning materials in accordance with Health & Safety and COSHH Regulations.
13. To be alert to fire hazards, accident situations and the general wellbeing of users whilst in the building. Act as Fire Marshall in the event of an emergency evacuation of the premises.
14. Ensure that sales opportunities are maximised by effective selling of all services (including ice cream, food and alcoholic beverages etc. as required) and ongoing communication with the Venue Manager.
15. Any other duties which may be deemed reasonable, as directed by your Line Manager.

The Post holder will be expected to be flexible and provide cover in the absence of colleagues, as required, and undertake such other duties considered appropriate by Senior Managers.

This is not a complete statement of all duties and responsibilities of this post. It contains only facts necessary to rate this standard job at the resultant responsibility levels.

**PERSON SPECIFICATION
CATERING SUPERVISOR (Farrer's Bar & Restaurant)**

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Good basic standard of education.</p> <p>Demonstrable understanding of Health and Safety and licensing issues in a venue licensed to serve food and alcoholic beverages.</p> <p>As a minimum a Level 2 Food Hygiene Certificate.</p>	<p>Personal licence, first aid certificate.</p> <p>IT qualification.</p>
Relevant Skills and Experience	<p>Previous experience in a supervisor role</p> <p>Effective customer service skills.</p> <p>Effective communication and interpersonal skills.</p> <p>Experience of working without constant supervision as part of a team and on own initiative.</p> <p>Ability to deal with challenging situations.</p> <p>Enthusiastic and self-motivated.</p> <p>Willingness and ability to work with, and support team effectiveness.</p> <p>The ability to be confident and positive when dealing with complaints and difficult situations.</p> <p>Able to self-motivate, use own initiative, multi task and work calmly under pressure.</p> <p>High attention to detail and able to ensure the smooth running of operations.</p>	<p>Experience of food and beverage preparation.</p> <p>Personal Licence Holder.</p> <p>Experience of sales and cash procedures preferably gained in a previous catering establishment.</p>

	Experienced with table service and order taking.	
<p>Key Competencies</p> <p>Customer Focus The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Considers customer feedback and anticipates future customer requirements.</p> <p>Contributes to establishing clear customer service and quality standards for the service.</p> <p>Uses feedback to identify ways of improving customer service.</p> <p>Takes ownership of customer issues and ensures that they are resolved.</p> <p>Takes action to improve service to meet the diverse needs of customers.</p>	
<p>Personal Effectiveness and Development The ability to take responsibility for your own actions and behaviour, maximising your effectiveness, including being aware of the impact of your behaviour upon others and demonstrating a commitment to continuous self-development.</p>	<p>Strives for continuous improvement, achieve high standards.</p> <p>Takes personal responsibility for making things happen.</p> <p>Manages own time well, prioritising work effectively.</p> <p>Seeks out and acts upon feedback upon own performance.</p> <p>Accepts constructive criticism positively.</p> <p>Takes responsibility for own development, actively seeks out opportunities for self-development.</p>	

<p>Key Competencies Continued</p> <p>Communication The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the feelings and concerns of others.</p>	<p>Takes time to listen to what others have to say.</p> <p>Presents information clearly, concisely, objectively and accurately.</p> <p>Listens actively, asking questions and clarifying points to check understanding.</p> <p>Shares important information promptly with all those who need it.</p>	
<p>Special Requirements</p>	<p>Flexible approach to duties, hours and location.</p> <p>Availability to work flexible daytime, evening and weekend shifts.</p>	<p>Able to work flexibly according to the needs of the service over the busy summer season</p> <p>Ability to sell alcohol and therefore be over the age of 18.</p>
<p>Equality</p>	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	