



WENTWORTH WOODHOUSE

• R O T H E R H A M •

Role Profile | Food and Beverage Senior Supervisor

Office Location | Wentworth Woodhouse, Wentworth, Rotherham, S62 7TQ

Length of Contract | Permanent

Hours of Work | 40 Hours per week

Salary | Competitive

Responsible To | Food and Beverage Manager

Role Purpose

An experienced hands-on customer focused Senior Food and Beverage Supervisor with a passion for food and a focus on exceptional service. Ability to supervise multiple outlets including food, beverage, and hospitality functions.

Reporting to and working closely with the Food and Beverage Manager leading a dedicated team to deliver daily, weekly, and monthly targets whilst keeping a close eye on product quality and customer service.

Role Duties

Supervise all F&B activities across the site:

1. Overall Supervisory responsibility
 - a. Hands on approach to assist the F&B Manager to deliver the business plan, including working towards KPIs and budget whilst demonstrating a strong supporting presence on the floor
 - b. Responsibility heading the supervisory team for the day-to-day running of all F&B outlets
 - c. Supervise, organise and support the F&B provision for tour groups, corporate meetings, weddings, events and other functions
 - d. Supervise, support, train and assign all duties to catering assistants
 - e. Demonstrate effective cash handling
 - f. Organise regular meetings with Supervisors, and the wider F&B team to discuss business progress against strategy keeping the team well informed at all times
 - g. Work to create a strong working relationship with other departments across the business with a can-do attitude
 - h. Lead by example to inspire, motivate the wider F&B team
2. Supervisory responsibility for Business Administration and Analysis of the F&B Department

- a. Have responsibility for administering and supervising the day-to-day running of all F&B outlets
- 3. Supervisory responsibility for supplier relations
 - a. Liaise with suppliers where required, developing positive working relationships whilst monitoring the quality of the products and service provided
 - b. Support to supervise deliveries and supplies for all F&B outlets
- 4. Supervisory responsibility the F&B Team
 - a. Recruit to build a trustworthy, motivated, skilled and flexible team to cover all F&B outlets
 - b. Organise meaningful inductions for any new starters who join the business ensuring training and support assigned accordingly
 - c. Supervise, train, manage performance, welfare, timekeeping and attendance assigning duties to maintain a high quality of service
 - d. Perform annual PDA's and reviews against set schedule
 - e. Work on creating dynamic rotas that keep within a set labour budget and meets the needs and demands of the business, ideally working four weeks in advance across all outlets
 - f. React to customer needs and demands, focusing on staffing assignment through busy periods to reduce customer waiting times
- 5. Responsibility for all current Health & Safety / Food Hygiene Legislation
 - a. Ensure Health and Safety, Food Hygiene regulations, risk assessments and other Health & Safety requirements are strictly observed, recorded and adhered to
 - b. Lead by example on all business policies and procedures
- 6. Customer Experience
 - a. Ensure the delivery of excellent customer service demonstrating excellent product knowledge and commercial ability whilst guaranteeing a first-class experience for customers
 - b. Utilise communication feedback from customers, staff, and other departments to ensure continuous development and improvement
 - c. Deal with any customer complaints in a professional and efficient manner escalating where required
- 7. Other Duties
 - a. Cover the role of Duty Manager in line with other members of staff
 - b. To undertake any other relevant duties as required

	<p>good timekeeping and attendance</p> <p>Respect the wider team</p> <p>Competent IT skills including Microsoft Packages</p>	<p>Essential</p> <p>Desirable</p>
WORK CIRCUMSTANCES	<p>Able to work flexible hours, including evenings, weekends and Bank Holidays</p> <p>Awareness of the implications of social media in a workplace</p>	<p>Essential</p> <p>Essential</p>

Job Description Approved By: _____

Date: _____