



WENTWORTH WOODHOUSE

• R O T H E R H A M •

Role Profile | Food and Beverage Supervisor

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

Length of Contract | Permanent

Hours of Work | Part-time / Full-time

Salary | £11.94ph

Responsible To | Food and Beverage Senior Supervisor

Role Purpose

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

Reporting to and working closely with the Food and Beverage Senior Supervisor supervising a dedicated team to deliver daily, weekly, and monthly targets whilst ensuring product quality and customer service.

Role Duties

Supervise all F&B activities across the site:

1. Supervisory responsibility
 - a. Hands on approach whilst demonstrating a supporting presence on the floor
 - b. Responsibility for the supervision and support of F&B provisions, which could include the Camellia House, Butlers Pantry, Afternoon Tea, Food Vans or hospitality at events, corporate meetings and tour groups
 - c. Supervise, support and assign duties to catering assistants
 - d. Demonstrate effective cash handling
 - e. Meet regularly with Food and Beverage management and keep the team well informed at all times
 - f. Work to create a strong working relationship with other departments across the business with a can-do attitude
 - g. Lead by example to inspire, motivate the wider F&B team
2. Supervisory responsibility the F&B Team
 - a. Assist with recruiting and developing a trustworthy, motivated, skilled and flexible team to cover F&B outlets
 - b. Facilitate meaningful inductions for any new starters who join the business ensuring training and support assigned accordingly

- c. Supervise, manage performance, welfare, timekeeping and attendance, assigning duties to maintain a high quality of service
 - d. Work with the Senior Supervisor to create 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 the outlet
- 3. Health & Safety / Food Hygiene Legislation
 - a. Ensure Health and Safety, Food Hygiene regulations, risk assessments and other Health & Safety requirements are strictly observed and adhered to
 - b. Lead by example on all business policies and procedures
- 4. 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
- 5. Other Duties
 - a. To undertake any other relevant duties as required

Person Specification

Please see the criteria expected of the role below.

Factor	Criteria	Essential or Desirable
RELEVANT EXPERIENCE	Experience of working in a busy F&B environment Proven track record of working in a customer service setting Experience of supervising a team Experience of EPOS Systems	Essential Essential Essential Desirable
QUALIFICATIONS	Level 3 Food Safety Driving Licence	Essential Desirable
PERSONAL ATTRIBUTES	Smart appearance and confidence with self-motivation Team player Flexible positive approach Ability to work well under pressure, and remain calm in a busy environment A passion for F&B and hospitality service Customer service focused Honest reliable and trustworthy maintaining good timekeeping and attendance Respect the wider team	Essential Essential Essential Essential Essential Essential Essential

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: _____