

Job Description

Job title: Catering Supervisor

Department: Catering

Line management responsibilities: Catering Front of House Staff

Reports to: Deputy Food and Beverage Manager

Principal purpose of role

1. The purpose of this role is to support the F&B Operations Manager, Deputy Food and Beverage Manager and the Senior in the operational management of the department ensuring excellent customer service and quality in maintained.
2. To make all customers feel welcome. The management of the door, of seating, of queues if they form, and of complaints should they arise, is a fundamental task. A smile, direct eye contact and a friendly demeanour are essential.
3. To lead on the ground with customers' needs where at all possible and to create an atmosphere that will be relaxed, lively and friendly.
4. To have a sound practical knowledge of Health & Safety and Food Safety to ensure that standards are maintained.
5. To have excellent communication skills and to be an ambassador of knowledge for Catering
6. To assist in the training and developing of staff and maintain a happy working environment, fostering commitment, enthusiasm and confidence.
7. To support the F&B Operations Manager, Deputy F&B Manager and Senior Chef in innovation and forward thinking to deliver efficiencies while creating consistently high level of service.
8. To work closely with the F&B Operations Manager, Deputy F&B Manager and Senior Chef, to identify challenges and opportunities, developing innovative solutions and setting the strategic direction for the visitor experience and commercial operations.

Areas of responsibility/tasks

Staff

- To assist with managing staff levels accordingly and to accepted budgeted ratio.

- Assist in ensuring the staff are trained in department competencies as directed by the senior team.
- Assist with the training of staff in customer care and upselling techniques.
- To assist staff to have good product knowledge and the skills in answering questions on allergen information and special dietary requirements.
- To assist staff so they are aware and trained to the relevant H&S and food safety standards.
- To attend catering meetings to ensure effective communication is met between the teams. To foster a commitment to other departmental meetings and training courses when required.
- To assist in managing holidays for the team ensuring the needs of the business are at the forefront of the allocation.
- Ensure the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the Deputy F&B Manager.
- Ensure the highest standards of punctuality, appearance, service, behaviour and politeness from the team.

Operational

- Support the Deputy Food and Beverage Manager to work in all areas of Catering to ensure they are systematically cleaned, displayed and organised to the set KIP, ensuring the appropriate levels of service equipment.
- Assist with stock levels and ensure orders are effective and in line with seasonal requirements.
- Assist the Deputy Food and Beverage Manager in monitoring stock levels ensuring wastage is minimised with all stock rooms being cleaned and organised to the set KIP, and that the appropriate level of stock is being managed.
- Assist the Deputy Food and Beverage Manager to ensure the requisition of stock for each outlet is managed as efficiently as possible.
- Assist in stocktakes for the department as an when required.

Finance

- Working with the Deputy Food and Beverage Manager and Senior Chef to ensure that every effort is made to achieve budgeted sales and operational expenses.
- Assist in the Supervision of takings and the reconciliation of tills with daily takings. Discrepancies are the responsibility of the Deputy Food and Beverage Manager and must be reported to the Food and Beverage Operations Manager within twenty-four hours.
- Assist the Deputy Food and Beverage Manager in checking and balancing staff and petty cash floats and the ordering of extra floats when needed from the Accounts Department.
- Working with the Deputy Food and Beverage Manager & Senior Chef to manage EPOS Information and Management KPI's to the needs of the business.

Customer service

- Provide high levels of customer care, so that the reputation of Wentworth Woodhouse Preservation Trust is enhanced, and sales targets achieved.
- Ensure that all visitors are greeted warmly and promptly.
- Provide a great service to all our external and internal customers.
- Be smart, polite and helpful at all times.
- Be aware of all the activities offered at the attraction and be able to answer broader questions (or know who to ask).
- To ensure management of queues and customer comfort during busy periods.
- To respond swiftly and appropriately to any customer comments or queries

Fire, Security, Health & Safety and Compliance

- Assist the Deputy Food and Beverage Manager in food safety procedures for the department, taking a proactive approach to food hygiene through training, management and review.
- Ensure the safe use of machinery and equipment to minimise any risk of injury.
- Assist the Deputy Food and Beverage Manager in ensuring the display of all statutory notices, allergen labelling & legal service protocols.
- Assist the Deputy Food and Beverage Manager with visitor safety by ensuring all Catering staff are aware of H&S, fire evacuation and emergency procedures, arranging training/drills as necessary.
- Assist the Deputy Food and Beverage Manager in the implementation of emergency and first aid procedures.
- Be vigilant for hazards and report them.
- Working with the Deputy Food and Beverage Manager and Senior Chef in ensuring that all staff understand and comply with current food safety legislation
- Working with the Deputy Food and Beverage Manager and Senior Chef in ensuring the correct maintenance and repair of all equipment and that relevant staff are fully trained in how to use, care for, and respect the equipment
- Attend all necessary training courses.

Communication

- To maintain radio/telephone contact while on duty
- Work closely with the F&B Operations Manager and Deputy F&B Manager to cascade information to the team from management meetings

Vision and values

- Understand, demonstrate, reinforce and promote the behaviours that underpin the vision and values.
- Be aware of the role of you and your team in achieving our vision and values.
- To be adaptable and to work in all areas of Catering and Catering as an when required with the ability to adjust to each area of trading

Other

- To always look for, develop and implement improvements
- Be an advocate for Wentworth Woodhouse Preservation Trust

The Catering Supervisor may be required to undertake other reasonable duties which are compatible with the overall scope of this appointment, and, in addition, all employees are expected to work within the terms of their contract of employment and adhere to WWPT policies and the Values and Behaviours

Knowledge, Experience & General Attributes

- Sustained and successful career within Catering
- Excellent planning and organisational skills
- Competent in Barista skills
- Positive can-do attitude
- Displays calm under pressure
- Ability to inspire and motivate staff
- Confident people skills
- High visual standards, personal sense of style, creative flair
- Awareness of current market trends in Catering
- Empathy with the customer profile