

JOB DESCRIPTION and PERSONAL SPECIFICATION



Supervisor

Venue(s):	The Copper Horse
Reporting to:	Restaurant Manager
Responsible for:	Supervision of all FOH staff.
Job objective:	<ul style="list-style-type: none">-To supervise the front of house team ensuring high quality customer service across the organisation.-To assist in the daily running of the business.- To train & coach all members of front of house staff.- Allocate job roles to all Front of House staff.- To lead restaurant services.- To close & open the business where needed.

JOB DESCRIPTION

Key Responsibilities

Staff Management

1. Ensure induction processes are followed and maintained through the FOH team.
2. Ensure all staff are aware of service standards and receive adequate training to enable them to deliver an excellent service at all times.
3. To work within the front of house team rota, and within a flexible shift pattern including evenings, weekends, and bank holidays.
4. Ensure effective communication across departments, both within kitchen & FOH.
5. Organise staff for the daily needs and requirements of the business.

Guest Service Standards

1. Set and ensure adherence to guest service standards through awareness, training and Ways of Working in all relevant departments.
2. Work with the Restaurant Manager to identify and deliver effective methods of customer consultation. Through feedback received implement, deliver and monitor appropriate changes.
3. Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.

Other Duties and Responsibilities

1. To open & close the business where needed

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2. To build relationships within the business
3. To take responsibility for ensuring restaurant facilities are maintained and operational during their shifts.

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PERSON SPECIFICATION

ESSENTIAL

Relevant supervisory experience in a hospitality environment, including working in a restaurant	
Relevant event experience	
Ability to train new team members	
The ability of act as a motivator	
Intermediate IT skills in Excel and Word	
Ability to undertake occasional shifts as duty manager.	
Formal health and safety training to an intermediate standard, i.e "Safety at Work".	
Excellent organisational skills.	
Excellent written and verbal communication skills	
Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.	

DESIRABLE

Formal training to assist in delivery of staff training i.e. "Train the Trainer"	
Experience in sales and marketing	
A team leadership qualification.	
Experience of a multi functional catering operation	
Experience in sourcing and overseeing maintenance and service contracts	

PERSONAL

Ability to work flexible hours including evenings, weekends and Bank Holidays as required	
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