

# JOB DESCRIPTION and PERSONAL SPECIFICATION



## Restaurant/Bar Supervisor

part of the HQT & H Limited

**Venue:** The HQ Collection

**Department:** Front of House

**Reporting to:** General Manager

**Job Objective:** As a Supervisor you are an important member of the team. You will have contact with the customer during their dining experience, it is essential that you are polite and courteous when you welcome them into the restaurant, during the service of the meal and answer queries or complaints from customers.

It is important that you lead the team to ensure they provide polite and efficient service at all times to maintain the exceptional standard of service and quality that is expected within The HQ Collection.

Wait on in the restaurant, working with the Front of House team to take orders, set, serve and clear tables and deal with the bills and money.

## JOB DESCRIPTION

### Key Accountabilities

1. To lead the Front of House team by adopting a hands on approach and being visible on the floor presence, whilst prioritising your work load effectively between your Front of House duties.
2. To lead the team on each shift and ensure that there is a continuous high standard of service.
3. Assist with writing of the weekly rotas for the Front of House to ensure adequate staffing levels.
4. Ensure Front of House team constantly works towards increasing sales and maximising profitability.
5. As directed by the General Manager & Assistant General Manager ordering of liquor stock as required to support the business needs and in line with agreed budgets. Form strong relationships with suppliers ensuring that the venue benefits from these strategic partnerships.
6. Stock service areas with supplies such as coffee, tea, tableware and linens.
7. Greet customers into the restaurant and escort them to their table.
8. Present menus to the customers, answer questions about dishes and make recommendations. Serve food and beverages to the customers. Assist with the clearing of the tables.
9. Check customers are enjoying their meals and take action to correct any problems.
10. Other related duties as may from time to time be reasonably required by the General Manager or Chief Executive Officer.
11. Dress in accordance with The HQ Collection uniform policy.

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### Staff Management

1. Ensure operational areas are properly prepared for all functions each day.
2. Participate in the identification of training needs of all staff within line of responsibility on both an individual and group basis, including work methods, customer service, safety at work, health & hygiene and quality. Make sure all new starters have been through the induction process.
3. Ensure adequate staffing levels for all events in line with event safety requirements and risk assessments.

I acknowledge receipt of, and confirm my agreement to carry out the duties as described. I understand this job description is current at the date shown above and that, in consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in or to the job.

Signed: \_\_\_\_\_  
(Post holder)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
(For and on behalf of HQT and Hospitality Ltd)

Date: \_\_\_\_\_

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### PERSON SPECIFICATION

**This role requires the successful candidate to be a well presented professional with proven hospitality service and experience relevant to the role.**

#### Essential

- Previous Hospitality experience, of at least one year, demonstrating good management and effective co-ordination of a Front of House team
- Excellent and effective communication skills with the kitchen, front of house and management staff
- An ability to cope under pressure in a calm and efficient manner whilst meeting required deadlines
- Be able to conduct a bar stock control procedure
- Proficient IT skills, including Word, excel and outlook
- A flexible willingness to work unsociable hours including evenings, weekend and bank holidays as required.

#### Preferable

- NVQ2 Food and Beverage Service
- Food Safety Level 2