

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	C&B Supervisor
DEPARTMENT	Food & Beverage
RESPONSIBLE FOR WHICH OTHER POSTS	C&B and F&B Team Members
RESPONSIBLE TO	C&B Manager

Job Summary

To support C&B operations and supervise C&B team members and ensure the highest standards of guest service are upheld at all times. To support the wider F&B team when required and to adhere to all health and safety regulations. To have a flexible approach to working patterns in order to meet business needs.

Main Duties

- Supervise and co-ordinate the C&B operation, ensuring the high standards, expected by guests and the Hotel, are upheld at all times and that agreed event specifications are met.
- Organise, brief and prepare the C&B team prior to conferences, banqueting and events.
- Ensure C&B staff adhere to the Hotel's Personal Appearance and Dress Code policy and PPE requirements while on shift, dealing with any breaches in a prompt and professional manner.
- Greet and welcome all groups and individuals and promptly report any changes in numbers to the kitchen team and/or Duty Manager.
- Communicate and delegate tasks to the team on own initiative or as instructed by the F&B management team.
- Anticipate customer needs and communicate as necessary, so that the team can respond to create the perfect environment during each shift.
- Train, coach and motivate the team to follow the Hotel's high service standards, promoting communication between all teams to ensure an excellent guest experience.
- Support with ensuring that all relevant cash handling processes and health, food hygiene and safety standards are adhered to by the team.
- Ensure there is adequate staffing levels on each shift, highlighting any issues to the F&B management team where necessary.
- Assist the F&B management team with upselling initiatives, thinking of new and creative ideas to motivate the team to sell in a discreet and professional manner.

- Liaise with the kitchen team, to maintain standards of food quality and to accurately convey customer requirements.
- Supervise associated areas, i.e. the bar and coffee areas, delegating and assigning duties where necessary to maintain high standards of cleanliness and service.
- Ensure compliance to brand standards.
- Support the induction and 'on-the-job' training of new and casual team members.
- Support F&B management with any needs as required and assist with achieving financial targets.
- Assist in keeping operating costs to a minimum by efficient and responsible use of resources.
- Handle minor queries or complaints in a professional, timely and courteous manner, escalating to management when necessary.
- Actively promote the F&B outlets, keeping up to date with the latest menus and offerings.
- Rotate and monitor stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised.
- Liaise with F&B Management regarding stock levels.
- Ensure age requirements are met for the purchase of alcohol.
- Ensure that all food and beverage items are served at a quality and where necessary, accurately recorded.
- Operate a cash bar as and when required.
- Attend training sessions and meetings as required.
- Undertake duty management duties on a rota basis.
- Assist other teams where necessary and maintain good working relationships across all areas.
- Take on any other reasonable duties, or carry out requests necessary to assist in the smooth running of the Hotel and deliver the highest standard of service.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Conference and banqueting experience.
- Experience of supervising, coaching and training staff.
- Experience of working on wedding events would be desirable.

Knowledge and Skills

- Excellent interpersonal skills, with the ability to communicate and engage effectively at all levels.
- Ability to work on own initiative and stay calm under pressure.
- High attention to detail.
- Ability to work in a team, to win confidence and cooperation at all levels.
- Highly motivated.
- Able to deal with changing situations in a professional and pragmatic manner.
- Ability and confidence to set and communicate standards and to lead a team with enthusiasm.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- A good standard of literacy and numeracy.
- Awareness of health and safety regulations, COSHH and manual handling good practice.

Qualifications

- Food Safety Level 1 (Basic Food Hygiene Certificate).
- First Aid certificate, or willingness to undertake.