

## JOB DESCRIPTION

<b>JOB TITLE</b>	F&B Supervisor
<b>DEPARTMENT</b>	Food & Beverage
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	F&B Team Members
<b>RESPONSIBLE TO</b>	Head of F&B

### **Job Summary**

To support and supervise the Food & Beverage team with serving the hotel's food and beverage offerings to the hotel's guests, ensuring high standards are maintained. To adhere to all health and safety regulations and have a flexible attitude to working patterns to be available as required in order to meet business needs.

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### **Main Duties**

- Supervise the F&B outlet operations and ensure standards expected by guests are maintained at all times.
- Prepare and carry out F&B service to guests in a courteous and professional manner. This includes offering table service to guests and regularly checking the floor and preparing and delivering room service trays as and when required.
- Communicate and delegate tasks to the team on own initiative or as instructed by the F&B management team.
- Anticipate customer and store needs by constantly evaluating environmental and customers for cues. Communicates information to manager so that the team can respond as necessary to create the perfect environment during each shift.
- Train and motivate the team to follow the hotel's high service standards, promoting communication between all departments to ensure an excellent guest experience.
- Assist with ensuring that all relevant cash handling processes and health, food hygiene and safety standards are adhered to at all times within the department.
- Support F&B management with any orders as required.
- Ensure there is adequate staffing levels on each shift and highlight 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.
- Responsible for organising the restaurant team for preparation prior to service, the service of dinner and the setting up of the restaurant for breakfast service.
- Liaise with kitchen team in order to maintain standards of food quality and to convey customer requirements to the kitchen.
- Supervision of associated areas, i.e. the bar and coffee areas, ensuring that they are kept tidy and dirty crockery is removed. Delegate cleaning where required in order to maintain high standards within F&B outlets and the hotel generally.
- Ensure compliance of brand standards.
- Attend training sessions and meetings as required.
- Responsible for supporting the induction and 'on-the-job' training of all new and casual team members.
- Greet and welcome all groups and individuals and report any changes in numbers to the kitchen team and/or Duty Manager.
- Assist Food and Beverage management with achieving financial targets.
- Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, cleaning materials, china, glassware, silver and other equipment.
- Handle minor queries or complaints in a professional, timely and courteous manner and to provide appropriate solutions. To inform and escalate the management when necessary.

- Forward solutions and suggestions to eradicate complaints and other comments from guests to the F&B management team.
- Actively promote the F&B outlets, keeping up to date with the latest menus and offerings.
- Uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.
- Rotate and monitor stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised, notifying F&B management team where
- Assist other departments 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.
- Check identification of customers to make sure they meet age requirements for purchase of alcohol.
- Notify the Restaurant/ Bar/ C&B Manager if you observe a particular item of stock is running low.
- Ensure that all food and beverage items served at a quality and recorded in an appropriate manner in order that guests may be charged, and to operate a cash bar as and when required.
- Ensure the proper care and security of guest items, hotel equipment, stock, furniture and fixtures, reporting malfunction or theft to the management immediately, and in the case of all maintenance issues, record it in the maintenance book, which is found in reception.

### **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**

- Previous supervisory experience, ideally within a similar role.
- Food and Beverage service experience.

#### **Knowledge and Skills**

- Excellent interpersonal skills, with the ability to communicate and engage effectively at all levels.
- Ability to work on own initiative and under pressure.
- Ability to work in a team, to win confidence and cooperation at all levels.
- Highly motivated and a strong team player.

- 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)