

JOB DESCRIPTION FOR FOOD & BEVERAGE SUPERVISOR JUNE 2024

A list of job duties associated with your job title is set out below.

Job title	Food and Beverage Supervisor Burleigh Court Hotel and Holywell Park Conference Centre.
Band	B2
Team	Operations
Purpose of role	<p>To supervise all food and beverage operations across Burleigh Court Hotel, driving and coordinating all daily business operational standards to ensure consistent customer service excellence. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies.</p> <p>You must lead from the front, motivating, training and running a successful service. The Food & Beverage Supervisor must support continuous improvement and ensure that it is embedded into the day to day running of the department. The role will focus on delivering a high quality, memorable food and beverage service, enhancing the offering being flexible with all customer types daily.</p> <p>As an Imago Team member you will ensure you follow our three golden rules at all times:</p> <ol style="list-style-type: none"> 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no.
Reports to	Restaurant and Bar Manager
Manages	Food and Beverage and Conferencing Assistants
Main duties	<ul style="list-style-type: none"> • Supervise all food, beverage and events operations to the highest standards where you are present throughout service leading your team from the front. • To ensure food and beverage quality and guest service within all areas of the business - breakfast, lunch, dinner, bar and lounge service is always delivered. • To ensure all team members are working and delivering all food and beverage standards. • To ensure your team is wearing the correct uniform as per standard and corrected if not. • To carry out on the job training when required.

	<ul style="list-style-type: none"> • To ensure the presentation of all food leaving the kitchen is to standard. • To ensure that all front of house areas are set up correctly and to standard. • All food and beverage areas to be always clean & tidy as per standard and ready to welcome our guests at any time of the day • To ensure all daily checklists are completed by team members and checked and signed off by yourself • Identify guest needs and respond proactively to all their concerns • To support in all upselling activities for the week as set out by management and to motivate the team in delivering this. • To ensure you hold daily team pre-shift briefing, always sharing all key information with your team. • Provide inspirational, motivational support to all team members on a daily basis. Lead by example with a positive attitude. • To resolve any guest or team issues during your service and make it right. Support the management team in continuous improvement. • To be empowered to make any service changes throughout your shift to enhance the guests experience or your teams experience. • To support making sure your team is fully compliant with licencing regulations, Health and Safety policies, Food Hygiene, COSHH and Fire regulations. • Other duties and responsibilities appropriate to the level of this post.
People skills	<ul style="list-style-type: none"> • Excellent customer service skills to ensure you always create a warm and welcoming environment for guests. • Positive, open-minded outlook, flexible, and responsive to changing guest needs. • Strong communication skills with the ability to communicate effectively and listen to guests and team members. • Good judgement skills to determine reactions and responses and to make sound decisions.

	<ul style="list-style-type: none"> • Confidence to be able to build trust with hotel guests and team members. • Proactive problem solving to be able to come up with solutions as they may arise. • Lead by example to motivate your team and help those around you do their best.
Technical skills	<ul style="list-style-type: none"> • Good knowledge and functionality of a bar with key evidence of stock control and product offering. • Experience of managing team effectively and maximising resource. • Experience of motivating and training your team.
Qualifications & Experience	<ul style="list-style-type: none"> • Experience in supervising a full-service food and beverage, conference or events meeting operation (minimum of 150 covers) as a Restaurant or Bar Supervisor / Food Service Team Leader.

This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Signature of Manager
Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)
Signature of employee
Date