

Job Title: Catering Supervisor Reporting to: Catering Manager Reporting to Catering Assistants

Job Holder:

#### PRINCIPAL PURPOSE OF ROLE:

To supervise and work as part of an assigned team/outlet to ensure that high standards are achieved both in the provision of food and beverage served and the customer service experience of the guests.

**KEY RESPONSIBILITIES:** (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

### General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)
- You may be required to carry out other tasks within your Department and within other Departments which naturally fall within the reasonable expectations of the post.

## **Specific:**

- To service customers showing high standards of customer care at all times proving a warm and helpful service, in order to maximise sales
- To ensure that food is prepared, cooked and served to the highest standard at all times
- To collect, be responsible for and return the required cash floats for your assigned outlet. Also to be responsible for the reconciliation of till at the end of each shift worked
- To ensure that all kitchen duties have been carried out correctly in accordance with procedures i.e. cleanliness of work areas and equipment, food preparation, etc

- T ensure that front of house areas are kept immaculately clean at all times and that food being served is of the highest standard
- Ensure that all Environmental Health paperwork has been completed correctly and that staff comply with the guidelines
- To observe Bluestone Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems by following the escalation procedure.
- Maintaining the correct levels of stock within your outlet at all times is vitally important and this will be achieved by following the Bluestone factoring system
- To ensure that payments are handled in the correct way and that tills are operated correctly and any mistakes made are rectified in a timely manner.
- Where appropriate to promote other catering products to guests in an efficient and friendly manner, including the promotion of other activities and services available on site.
- To attend work looking clean, smart and adhering to company appearance standards. Your uniform must be clean and crease free and name badge must be worn at all times.
- To attend and complete training courses as required.
- You may be required to carry out other tasks within the Catering department and within other departments, which naturally fall within reasonable expectations of the post.
- To complete Basic Food Hygiene training
- To Complete Health & Safety training
- To maintain excellent product knowledge, competently answer any guest queries and be able to promote available products/activities
- Adhere to Bluestone's disposal of waste policy
- Understand and ensure the implementation of Bluestone's Health and Safety Policy and Emergency and Fire Procedures
- To immediately report to the F&B Manager, any faulty appliances, damaged furniture, equipment or any potential hazard
- Promote safe working practice

#### EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

#### **Essential:**

- Completion of Basic Food Hygiene Course
- Ability to work unsupervised/to use own initiative
- Ability to respond to emergency situations in an effective manner

#### **Desirable:**

- Previous experience of supervising a team and/or having responsibility for a catering outlet
- NVQ 2 or equivalent in Catering

# PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER

- Excellent personal presentation.
- Positive "can-do" attitude.
- Ability to motivate and lead a team
- Strong customer service skills with an awareness of your impact on the customer experience.
- Strong communication skills with customers, managers and team
- Able to work in a team
- Flexible, committed and punctual
- Able to stay calm and friendly to customers and staff whilst under pressure in a busy environment
- Keen to contribute to the development of the retail department and the Bluestone offering as a whole