



JOB SPECIFICATION

Job Title: Food & Beverage Supervisor
Reports to: Unit Manager
Responsible for: Food & Beverage Assistants

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)

- To acknowledge and promote the company culture
- To supervise the service of food & beverage offers to bluestone guests to agreed standards
- To ensure that food is prepared, cooked and served to agreed standards 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 opening & closing procedures
- To 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 Food Safety 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.
- 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.

Training and Development

- To complete Level 2 Food Safety
- To Complete Health & Safety training

- To complete disability awareness training
- To maintain excellent product knowledge, competently answer any guest queries and be able to promote available products/activities

Health & Safety

- 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 Retail Manager, any faulty appliances, damaged furniture, equipment or any potential hazard
- Promote safe working practice

General

- 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 the Unit Manager or Duty Manager, as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)

EXPERIENCE /KNOWLEDGE/SKILLS & UNDERSTANDING

Indicative levels of experience, knowledge/skill and understanding necessary to carry out the job:

Essential

- Completion of Level 2 Food Safety
- Ability to work unsupervised/to use own initiative
- Ability to respond to emergency situations in an effective manner

Desired

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

PERSONAL ATTRIBUTES/COMPETENCIES REQUIRED OF POST HOLDER

- 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