**Job Description:**

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| **Post:** | Restaurant Supervisor |
| **Salary Grade:** | *Grade 3 Point 9 (Fixed Spinal Point) - £19,166.20; Actual Salary: £6,993.30* |
| **Responsible to:** | Restaurant Manager |

**Key Purpose:**

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| **1** | To support the Restaurant Manager in the day to day running of a training restaurant and assume operational duties in their absence |
| **2** | To assess and line manage Food and Beverage Service students and Hospitality and Catering students  |
| **3** | To work alongside the Learning Manager to promote the restaurant and explore all potential new business opportunities  |
| **4** | To achieve gross profit turnover and other efficiency measures |

**Key Responsibilities and Accountabilities:**

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| --- | --- |
| **A** | Undertake operational duties of restaurant manager in her absence. |
| **B** | Required to work a varied shift pattern dependant on college timetable and business requirements including out of hours events.  |
| **C** | Oversee the restaurant daily operating procedures.Liaise with FOH lecturer and chef’s for daily requirements. |
| **D** | Ensure all areas open ready with relevant equipment turned on.Check diary reservations and set up restaurant ready for lecturer.  |
| **E** | Maintaining Health & Safety for customers, staff, students and visitors, particularly by ensuring areas are clean, tidy and safe. |
| **F** | Promoting the restaurant areas to increase the customer database, sending out emails and ensuring promotional items available to take-away. |
| **G** | Support Restaurant, Café Lounge and Le Shop with MEP, service and clear down as required and maintain general cleanliness.  |
| **H** | Support students to ensure Standard Operating Procedures are maintained and MEP duties are completed.  |
| **I** | Ensure SFBB forms are completed and managed daily. |
| **J** | Ensure smooth running of restaurant areas including dealing with complaints.  |
| **K** | Responsible for overseeing and maintaining the float, cash and credit card payments and daily banking. |
| **L** | Liaise with customers, taking bookings and dealing with customer enquiries. |
| **M** | Ensure close down procedures are completed and areas left secure. |
| **N** | To support the Restaurant Manager to actively market and promote the restaurant for both internal and external events to increase income |
| **O** | Reporting and recording to the Restaurant Manager equipment faults and failures. |
| **P** | To support the Restaurant manager in maximising growth and generating income of the commercial areas of the department |
| **Q** | Ensure current menus are designed and printed ready for service including party menus.  |
| **R** | Complete planning for guest chef events and function. |
| **S** | Manage party invoices, booking forms for functions and internal restaurant requirement forms.  |
| **T** | Key communications with chefs and lecturers for daily bookings and party requirements.  |
| **U** | Programming amendments to menus and pricing on restaurant EPOS system, manage Opentable and customer loyalty cards. |
| **V** | Update student standard manuals and MEP sheets in line with food service/restaurant manager. |
| **W** | Liaising with the restaurant manager to order drink stock and maintain wine and bar menus. |
| **X** | Checking-in deliveries, storage of goods, rotation of bar stock and stock control to include termly stock takes, audits and costings. |

**Cross-College Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **1** | Participate in Performance Management and professional development activities as required.  |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety.  |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults.  |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | NVQ Level 3 Hospitality and Supervision |  | ✓ |
| ii | Food Hygiene certificate  |  | ✓ |
| iii | Personal licence holder |  | ✓ |
| iv |  |  |  |
| v |  |  |  |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |
| vi | Strong knowledge of food and beverage service | ✓ |  |
| vii | Administration and planning for events | ✓ |  |
| viii | Experience using EPOS |  | ✓ |
| ix | Marketing and promoting to increase sales and customer database including use of social media.  | ✓ |  |
|  | Supervisory and motivational skills | ✓ |  |
|  | **SKILLS & ATTRIBUTES** |  |  |
| xii | Reliable and trustworthy | ✓ |  |
| xiii | Excellent people skills and strong team player | ✓ |  |
| xiv | Ability to use your own initiative  | ✓ |  |
| xv | Good time management | ✓ |  |
| xvi | Good I.T skills |  | ✓ |
| xvii | Good communicator | ✓ |  |
| xviii | Positive attitude | ✓ |  |

Key to assessment methods:

A = Application

I = Interview

P = Presentation

W = Written assessment