

### Key Communications

- Head of Department
- Other Head of Departments
- Own Team
- General Manager
- Customers
- Other hotel teams

<b>Job Title:</b>	F&B Supervisor	<b>Job Category:</b>	
<b>Department/Group:</b>	F&B	<b>Line Manager:</b>	Food and Beverage Manager
<b>Location:</b>	Burnham Beeches	<b>HR Contact:</b>	Burnham Beeches HR Department

### Job Purpose/Summary

- To assist the General Manager in the day to day running of the Food Service Areas and Bars and to ensure a consistently high level of service offered to guests.

### Core Accountabilities & Performance Indicators

<p>To ensure that high standards of cleanliness and brand service are achieved in all areas.</p>	<ul style="list-style-type: none"> <li>• Ensure all standard checklists are used as prescribed.</li> <li>• Ensure all cleaning in the designated areas is carried out to the Company Brand Standards.</li> <li>• To be able to deal with any reasonable requests from guests in a professional manner using the Mission Possible standards.</li> <li>• Maintenance of security is a priority.</li> <li>• Guest property lost / found procedure is adhered to.</li> <li>• To assist with the correct service of Restaurant/ Bar menu and beverages.</li> <li>• To ensure all documentation, i.e. checks/bills are completed as necessary and carried out as per the Hotel and Company Standards.</li> <li>• To strive and anticipate customer needs whenever possible and react to these to enhance customer satisfaction in line with the Company's Mission Possible training programme.</li> <li>• To assist in carrying out quality training and coaching in a systematic and professional manner.</li> <li>• Ensure that the team are correctly uniformed, in line with Company Standards and understand the importance of personal hygiene.</li> <li>• Ensure that the team are punctual, polite, courteous and helpful to guests and colleagues at all times.</li> </ul>
<p>To understand the impact of effective cost control while undertaking the role.</p>	<ul style="list-style-type: none"> <li>• To control costs through correct stock ordering and minimising wastage, forecasting and managing workload.</li> <li>• Financial awareness and understanding of how the role impacts the hotel Profit and Loss account.</li> <li>• Ensure security for both self and all departments.</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure the Company Health and Safety, Food Safety and COSHH legislations are adhered to; this will involve action and appropriate training.</li> </ul>
To ensure a good level of product and local knowledge for guests when requested.	<ul style="list-style-type: none"> <li>• Must be aware of hotel facilities, restaurant /bar opening times, disable facilities and room types etc.</li> <li>• Knowledge of local area.</li> <li>• To be aware of the Licensing Laws in England, Scotland and Wales ( where applicable)</li> <li>• Know who to direct guests to if unable to answer queries.</li> </ul>
To ensure co operation and compliance with all legislation relevant to your role in the business.	<ul style="list-style-type: none"> <li>• Must attend all H&amp;S and Fire Training as directed by designated Line Manager.</li> <li>• Ensure that while you undertake your role you abide by the Health and Safety at Work Act 1974 and safe systems of work appropriate to your role.</li> <li>• In use of company nominated chemicals, it is your responsibility to comply by COSHH.</li> <li>• Understand the importance of adhering to company policy with reference to Hazard spotting, first aid reporting, and reporting accidents.</li> <li>• To have a complete understanding of hotel and Company procedure in the event of a fire.</li> <li>• Ensure security for both self and all departments.</li> </ul>
To ensure that Learning and Development is undertaken to enable you to fulfil your job role.	<ul style="list-style-type: none"> <li>• Attend hotel and departmental induction.</li> <li>• Complete relevant workbooks</li> <li>• Complete Fact Files</li> <li>• Attend Job chats and Performance Reviews</li> <li>• Development through NVQ training</li> <li>• Being a Buddy for new starters.</li> </ul>