



WADDESDON

The Five Arrows Hotel

Job Description

Job Title: FAH Restaurant Supervisor

Reports to: Operations Manager

The main objective of the FAH Restaurant Supervisor is to run the FAH Restaurant on a day to day basis and to ensure that the Restaurant achieves excellence in everything. We want to ensure that all our customers are happy, that our staff are well trained, stimulated and feel involved, and that we contribute as much as possible to the financial well-being of Waddesdon.

The FAH Restaurant Supervisor will be able to assess his/her success by a continuous addressing of customer response, by weekly meetings with the private events team and Operation Manager which will allow for two-way discussions, by reference to the weekly report of revenue, and by a more formal six monthly meeting with Ops Manager which will be part of the ongoing PDP.

The FAH Restaurant Supervisor is responsible for implementing all aspects of food policy in the FAH Restaurant. The FAH Restaurant Supervisor will report directly to the Operation Manager and will need to work closely with the Head Chef, to enable the Restaurant to run smoothly.

The key areas of responsibility and duties are as follows:-

Service:

- The most important responsibility of the FAH Restaurant Supervisor is to make all customers to the FAH Restaurant feel welcome. The management of the door, of seating, of queues if they form, and of complaints should they arise, is a fundamental task. A smile, direct eye contact and a friendly demeanour are essential.
- The FAH Restaurant Supervisor needs to ensure that all his/her staff are equally welcoming and friendly. Every effort must be made to serve the customer's needs where at all possible.

Such service will be evident to all as the atmosphere in the Restaurant will be lively and friendly, and customer comments will be good.

Food Service:

- Ensure the serving of the food produced in the kitchens is consistent with the highest possible standard. This will need close liaison with the Head Chef and agreement as to how he wishes each dish to be served.
- It will involve checking that tables, chairs, utensils, etc, are clean, that food arrives promptly and with the necessary accoutrements, and that each table is happy with their food.
- A similar requirement is necessary for the bar area, where the Bar Person is the direct responsibility of the Supervisor.

Success in this area will be most evident from customer reactions.

Staff:

- Work closely with OPS Manager to achieve optimum staffing levels throughout the year.
- Lead the training of FAH front of house staff in all skills necessary for the successful completion of their duties; both induction training and encouraging the continued occupational development of staff members.
- Help with the motivation of front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Follow the staff rotas produced by the Ops Manager to cover daily requirements as well as covering special events as appropriate. Ensure staffing levels are adhered to. The efficient and flexible response to changing staff levels needs, whether daily, weekly or seasonally. In the absence of the FAH Assistant Ops Manager produce rotas.
- The close monitoring of staff checking in and out daily and the collation of hours for OPS to process.
- Ensure that all staff under your control read and understand the Trust's written statement of policy for Health & Safety at Work and that they observe all Health & Safety at Work Regulations as set out by the National Trust in accordance with its statutory obligations.
- Ensure the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the Ops Manger or Assistant Ops Manager.
- Ensure the highest standards of punctuality, appearance, service, behaviour and politeness.

Specific assessment of the success of managing this area of responsibility may be made from customer feedback, achieving staffing budgets and from our own internal staff assessments and responses. All staff assessment is a two-way process, and such a system will continue to be implemented.

Finance:

- Ensure that every effort is made to achieve budgeted sales and operational expenses.
- Complying with financial procedures and the completion of returns as requested from time to time by the Operation Manager and the Accounts Department.
- Supervision of takings and the reconciliation of tills with daily takings. Discrepancies are the responsibility of the FAH Restaurant Supervisor and must be reported to the Ops Manger or Assistant Ops Manager within twenty-four hours.

- Checking and balancing of staff and petty cash floats and the ordering of extra floats when needed from the Accounts Department.

Achievements in this area may be judged by financial reports, especially the monthly figures.

Legal:

- Ensure that all front of house staff follow health & safety and hygiene legislation and FAH Standards of Procedures to the letter.

Equipment:

- Ensure that all restaurant and bar fixtures and fittings are respected and cared for by all staff. Notify the Ops Manager or Assistant Ops Managers of all breakages and equipment failures.

Supplies:

- Ensuring the safety of Restaurant stocks and ordering stock where necessary.

The achievement of maximum profit, minimum redundant and lost stock will be the benchmark in this area.

Events:

- Liaising with the Ops Manager or Assistant Ops Manager to ensure that all those events which are under the Events Manager's responsibility are staffed, supplied and run efficiently, as per estimates, costings and schedules.

Terms & Conditions:

Salary: Competitive

Hours: A minimum of 37.5 hours per week, on a seven day rota to include weekends, evenings and split shifts as required by the business. Hours of work to suit the needs of the business (exclusive of breaks).

Holiday: 25 days per annum, increasing to 28 days after three years' service, 29 days after 5 years' service and 30 days after ten years' service. Your holiday will be based on the hours you work and includes public holidays.

Other: National Trust Staff Card which entitles free entry at all NT properties and a discount in their shops.

Matched company pension scheme up to 10% of salary.