



WADDESDON

## Waddesdon Manor Job Description

**Job Title** Assistant Manor Restaurant Supervisor

**Reporting To** Manor Restaurant Supervisor

**Date:** March 2018

The Assistant Supervisor is responsible for implementing all aspects of food policy in the Manor Restaurant. The Assistant Supervisor will report directly to the Supervisor and will need to work closely with the Head of Hot Kitchens and Head of Pastry, to enable the Restaurant to run smoothly.

The main objective of the Assistant Supervisor is to run the Restaurant on a day to day basis with the Supervisor and to ensure that they achieve 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 Assistant Supervisor will be able to assess his/her success by a continuous addressing of customer response, by weekly meetings with the Catering Manager and Manor Restaurant Supervisor which will allow for two-way discussions, by reference to the weekly report of revenue, and by a more formal six monthly meeting with Catering Manager which will be part of the ongoing PDP.

Working with the Restaurant Supervisor, the key areas of responsibility and duties are as follows:-

### Service:

- The most important responsibility of the Assistant Supervisor is to make all customers to the Manor 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 Assistant 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:

- Working with the Restaurant Supervisor, ensure the serving of the food produced in the kitchens is consistent with the highest possible standard.
- 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 areas, where the Bar Person is the direct responsibility of the Assistant Supervisor.

### **Staff:**

In conjunction with the Restaurant Supervisor:

- Assist the Restaurant Supervisor to achieve optimum staffing levels throughout the year.
- Assist with the training of 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.
- Assist with the motivation of front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Assist with the staff rotas produced by the Restaurant Supervisor 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.
- Assist with the close monitoring of staff checking in and out daily and the collation of hours for the Restaurant Supervisor to process.
- Assist with ensuring the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the Catering Manager.
- Assist with ensuring 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:**

Working with the Restaurant Supervisor:

- Assist with ensuring that every effort is made to achieve budgeted sales and operational expenses.
- Assist with the complying with financial procedures.
- Assist with the supervision of takings and the reconciliation of tills with daily takings.

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

### **Legal:**

Working with the Restaurant Supervisor

- Assist with ensuring the display of all statutory notices.
- Assist with ensuring that all front of house staff follow health & safety and hygiene legislation to the letter.

### **Equipment:**

Working with the Restaurant Supervisor

- Assist with ensuring that all the bar fixtures and fittings are respected and cared for by all staff. Notify the Restaurant Supervisor of all breakages and equipment failures.

### **Supplies:**

Working with the Restaurant Supervisor

- Assist with 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:**

Working with the Restaurant Supervisor

- Assist the Restaurant Supervisor liaising with the Catering Manager to ensure that all those events which are under the Supervisor's responsibility are staffed, supplied and run efficiently, as per estimates, costings and schedules.

- **Terms & Conditions**

**Salary:** £15,727 per annum plus a share of the discretionary service charge

**Holiday:** 25 days per annum, increasing to 28 days after three years, 29 days after five years and 31 days after ten years of service.

**Hours:** A minimum of 37½ hours per week, Wednesday to Sunday & Bank Holidays with some optional evening work available. No split shifts.

**Pension:** National Trust contributory pension scheme (matched up to 10%).  
Life Insurance Cover.

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