

April 2019

Thank you for your interest in the post of Food & Beverage Supervisor. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter to:

Helen Dearing
Human Resources Officer

Email: helen.dearing@westdean.org.uk

Tel: 01243 818 247

Closing date for applications: Monday 15th April 2019.

We endeavour to respond to all applicants in a timely manner. However, due to the volume of applications we receive, if you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

JOB DESCRIPTION

JOB TITLE	Food & Beverage Supervisor
BUSINESS AREA	Estates, Food Services
LOCATION	West Dean College
RESPONSIBLE TO	Food Service Manager

MAIN PURPOSE OF JOB

To supervise all Food & Beverage service and Conference & Events activities throughout the House and College.

KEY RESPONSIBILITIES

- 1 Effective and efficient supervision of all food and beverage activities within West Dean College and Gardens.
- 2 Develop staff in all aspects of food and beverage activities.
- 3 Supervise and review the delivery of food and beverages for each service and event.
- 4 Fulfil a host role for all conferences and events as necessary.
- 5 Supervise and review the service of food and beverages at each service point.
- 6 Ensure that all customers are satisfied with the function or event, dealing with special requests, issues and complaints as they arise.
- 7 Develop and maintain a high understanding of West Dean Stores and the local community.
- 8 Adhere to departmental operational procedures for service at all times.
- 9 Actively promote and maintain a safe working environment.
- 10 Be customer-focused at all times and conduct the service in a friendly and professional manner.
- 11 Liaise with the chefs on a daily basis in respect of dining room activity.
- 12 Liaise with Housekeeping in regards to the hire of laundry.

- 13 Liaise with Workshops to ensure the correct room set-up and supervise clear down times and schedules.
- 14 Maintain an inventory of light equipment including all provisions and consumables.
- 15 Liaise with HR in the training of new staff as required.
- 16 Perform constant customer service training with the Food & Beverage Team.

Operations

- 1 Be fully conversant with the Hospitality direction, strategy and benchmark plan.
- 2 Ensure the efficient and smooth running of the college food & beverage service and conference & events activities at all times.
- 3 Co-ordinate all events to ensure that the needs of the customers are met to the highest standards at all times.
- 4 Ensure all duties at West Dean Stores are being completed and be fully conversant with the store's manager at all times.

Customer Relations

- 1 Meet and greet customers in a polite and welcoming manner and be their main point of contact during their stay.
- 2 Develop your customer relationship so you become the person to call upon as necessary.
- 3 Respond promptly to customer feedback, looking for ways to build positively on criticism and seek opportunities to improve our service offering.
- 4 Ensure high levels of customer service are maintained at all times.
- 5 Ensure client confidentiality and only disseminate information on a need to know basis.
- 6 Ensure a profile of each conference group is recorded and investigate improvements prior to each subsequent visit.

Communication

- 1 Liaise with the Food Service Manager to ensure all details and requirements per event and service are achieved to the correct standard.

Stock Control and Ordering

- 1 Organise equipment as required for events and set prior to each event accordingly.

- 2 Organise the timely ordering of stock and adhere to the correct buying procedures.
- 3 Perform monthly stock takes and inventory checks with the Head Chef.

Health & Safety

- 1 Ensure compliance with all food hygiene regulations is adhered at all times throughout West Dean.
- 2 Ensure the appropriate cleaning procedures are carried out in the dining room, refectory, pantry and wash up areas.
- 3 Report faulty equipment to the Head Chef or directly to the appropriate external engineer.

General

1. Build and maintain excellent working relationships, both internally within West Dean, and with external partners, suppliers and members of the local community.
2. Undertake training as agreed to enhance and improve personal skills and knowledge.
3. Undertake any other duties as may be reasonably requested by the Food Service Manager or Head Chef.

This job description is subject to regular review in consultation with the post holder.

PERSON SPECIFICATION

Essential

Experience

- Relevant experience of conference & event catering and food & beverage service.
- Supervisory experience

Skills / Education

- Demonstrable knowledge of all elements of an efficient food and beverage service
- Good Numeracy skills
- Excellent Communication skills both written and verbal

Personal Characteristics

- Display a reassuring confidence to all customer groups
- Professional approachable manner
- Excellent customer service skills with the ability to anticipate and meet the requirements of all customers.
- Ability to lead and work as part of a team
- Ability to prioritise and work effectively under pressure

Desirable

Experience

- Experience of hosting conferences and events or dining room service.
- Experience within high quality event and dining establishments / *4* or 5* hotel*
- Experience of supervising a busy dining / conference / restaurant facility
- Fine dining experience
- Good understanding of IT including Microsoft Office
- Hospitality & Catering NVQ Level 1 & 2 qualification or equivalent
- WSET qualification
- First Aid Certificate

FOOD & BEVERAGE SUPERVISOR

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Permanent.
Duties:	As attached job description.
Salary:	£18,819 per annum payable monthly in arrears by BACS transfer.
Hours:	35 hours per week, primarily straight shifts, 5 days over 7 including weekends and bank holidays (hours to meet the needs of the business).
Holidays:	33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays (pro rata).
Sickness:	10 days in any consecutive twelve month period (pro rata), or longer period at the Foundation's discretion, after six months' continuous service.
Meals:	Free staff meals.
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College.