

EMMANUEL COLLEGE



JOB DESCRIPTION

JOB TITLE: FOOD SERVICE SUPERVISOR

This Job Description sets out current duties for the post of Food Service Supervisor that may vary from time to time to meet the operational requirements of the College but without changing the general character of the post or the level of responsibility.

RESPONSIBLE TO: SENIOR FOOD SERVICE SUPERVISOR or in their absence FRONT OF HOUSE MANAGER who has overall responsibility for the front of house service

JOB SUMMARY: Using own initiative to be instrumental in the carrying out of excellent food service in the various College venues such as Hall, Upper Hall, High Table as directed by the Senior Food Service Supervisor or the Front of House Manager whilst acting at all times in a courteous, professional manner when contributing to the overall effectiveness and efficiency of the front of house service. All employees are expected to work collaboratively to support the overall work of the College.

DUTIES:

1. Aid the delivery of all food and beverage service at all College functions, ensure compliance with all relevant standards and comply with food hygiene and health & safety requirements.
2. Maintain high standards of service in all aspects of food & beverage and hospitality provision throughout the College.
3. Provide support to the Senior Food Service Supervisor and Front of House Manager to ensure that any duties required to enable the smooth running of the business are carried out effectively and professionally.
4. At all times execute instructions accurately, efficiently and professionally whilst presenting a smart appearance.
5. Ensure the highest standard of customer service is maintained at front of house operations by consistently monitoring, anticipating and reacting to customer needs in order to ensure maximum guest satisfaction at all College events.
6. Liaise with clients during events, anticipating their catering needs through effective communication and ensuring that all changes are communicated to the team.
7. Assist with all forms of room preparation and food service delivery, including laying correct table settings for all functions and excellent presentation of all cutlery and crockery. Demonstrate a working knowledge of the correct service of beverages and all menus to comply with the College style.
8. Set a good positive example to casual staff, guide and assist them with their duties.
9. Manage, delegate and supervise casual staff within the department so as to promote the achievement of the highest standards in all departmental activities.
10. Foster a conducive working atmosphere that creates a productive respectful and harmonious work place.
11. Demonstrate flexibility and willingness to work as part of a team with both colleagues and other departments.
12. Observe the College Health and Safety Policy, Equal Opportunities Policy, the Computer Acceptable Use Policy and the College Policy on the application of the Data Protection Act, at all times.
13. The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

PERSON PROFILE:

- Enthusiastic work ethic and willingness to learn.
- Demonstrate excellent time management and organisational skills.
- Possess an ability to work with minimal supervision.
- The ability to maintain self-discipline, a smart dress code, work as part of a team and maintain interdepartmental liaison
- Clear, professional and concise communicator, at all levels.
- Possess good IT skills, including the ability to use email, the internet and online databases.
- The ability and confidence to effectively supervise staff and manage events.
- Capability to cope with a varied and demanding workload.
- Calm personality especially under pressure with a capability to deal reliably with problems and challenges as they arise.
- Demonstrate a working knowledge of relevant food Hygiene and Health and Safety policies and practices.
- Flexibility and willingness to work the hours necessary to complete the tasks allocated.
- Committed to improving services and standards.

Proposed Structure of Catering Department

