

EMMANUEL COLLEGE



JOB DESCRIPTION

JOB TITLE: SENIOR FOOD SERVICE SUPERVISOR

This Job Description sets out current duties for the post of Senior 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 entailed.

RESPONSIBLE TO: Front of House Manager

JOB SUMMARY: Using own initiative to be instrumental in leading excellent food service in the various College venues such as Hall, Upper Hall, High Table as directed by the Front of House Manager whilst acting at all times in a courteous, professional manner to ensure the overall effectiveness and efficiency of the front of house service is maintained at all time. All employees are expected to work collaboratively to support the overall work of the College.

DUTIES:

1. Supervise the delivery of all food and beverage served at all College venues whilst ensuring compliance with all relevant standards, food hygiene and health & safety considerations.
2. Implement and maintain high standards of service in all aspects of food & beverage and hospitality provision throughout the College.
3. Provide support to the Front of House Manager and ensure that any duties required to enable the smooth running of the business are carried out effectively and professionally.
4. Ensure the highest standard of customer service is offered at all front of house events by consistently monitoring, anticipating and reacting to customer needs in order to achieve maximum guest satisfaction at all College events.
5. Liaise with clients during events, anticipating their catering needs through effective communication and ensuring that all changes are communicated to the team.
6. Manage, delegate and supervise Food Service Supervisors, Food Service Assistants and casual staff within the department so as to promote the achievement of the highest standards in all departmental activities.
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 an accurate working knowledge of the correct service of beverages and all menus to comply with the College style.
8. Provide daily support to the Front of House Manager and provide supervisory guidance to the front of house staff in their absence.
9. Provide a continuous management presence throughout the day and evening and fulfil the role of Duty Supervisor when required.
10. Contribute to the effective personal development of Food Service Supervisors, Food Service Assistants and casual staff to ensure correct standards are maintained. Monitor, guide and direct the work of the front of house staff and conduct regular individual review meetings and training sessions.
11. Motivate and instil a positive team work ethic with all front of staff to a level that exceeds minimum requirements.
12. Foster a team based working atmosphere that creates a productive respectful and harmonious work place.
13. Assist with setting of department targets and objectives, and to strive for their achievement.
14. Ensure that staffing arrangements are configured to meet the operational requirements of the business.
15. Report any accidents, fire, loss, damage, unfit food, crockery/glassware breakages, broken equipment or premises degradation to the Front of House Manager to enable repair or replacement.
16. Attend and hold meetings and training sessions, to further develop the skill level of the department.
17. Take all necessary action, statutory or otherwise in the event of accident, fire, theft, lost property, damage, unfit food or other irregularities

18. Demonstrate flexibility and willingness to work as part of a team with both colleagues and other departments.
19. 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.

PERSON PROFILE:

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

Proposed Structure of Catering Department

