

Job Description

Job title: Supervisor

Department: St Michael's Mount

Line management responsibilities: Front of house staff

Reports to: F&B Manager/Senior Supervisor

Principal purpose of role	<ul style="list-style-type: none"> The purpose of this job is to supervise the catering services, ensuring excellent customer care and food presentation. To deputise in the absence of the Food and Beverage manager
Area of responsibility/tasks	<ul style="list-style-type: none"> Provide high levels of customer care, so that the reputation of St Aubyn estates is enhanced and sales targets achieved. To ensure that all visitors are greeted warmly and promptly. Ensure all catering staff are competently trained in customer care and upselling techniques. To be responsible for ordering, stock checking and rotating all food and beverages To respond swiftly and appropriately to any customer comments or queries. To ensure all areas are clean and tidy and appropriate levels of service equipment and cutlery. Ensure all foods are well displayed and accessible to customers. To train staff to have good product knowledge and special dietary needs. Display appropriate point of sale and merchandising. To ensure management of queues and customer comfort during busy periods. Cash handling skills.
Customer service	<ul style="list-style-type: none"> Provide a great service to all our external and internal customers. Be smart, polite and helpful at all times. Be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask).

Health and safety	<ul style="list-style-type: none"> • Follow safe working practices. • Be aware of emergency and first aid procedures. • Be vigilant for hazards and report them. • Attend all necessary training courses.
Communication	<ul style="list-style-type: none"> • [E.g. 'Maintain radio/pager/telephone contact while on duty.']
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.