

## JOB DESCRIPTION

<b>Job Title:</b> Food and Beverage Supervisor	<b>Date completed:</b> Nov 2021
<b>Department:</b> Food and Beverage	<b>Location:</b> Park House
<b>Reports to:</b> Food & Beverage Manager	<b>Direct Reports:</b> F&B Team

### Job purpose:

To be responsible for the service of food and beverages at PH. To be responsible for the presentation of the Dining room, Barn, Boardroom and bar, ensuring levels of stock are maintained in line with PH standards using agreed suppliers. To be responsible for cleanliness, presentation and maintenance of the food and beverage areas. To supervise the F&B team on a day to day basis. To support colleagues in other areas of the hotel and to assist as required.

### Responsibilities & key outputs:

- Run shifts and provide direction and support for colleagues in the F&B department. Including the dining room, bar, private dining and meetings and events.
- Support colleagues in other departments, help create a welcoming, professional and friendly atmosphere in the hotel, providing assistance and information to all guests.
- Ensure that all transactions are accounted for and are posted on Alacer either directly onto the tablet or via reception or documented on the comp sheet.
- Ensure detailed, clear communication throughout the department, taking the form of handover notes between shifts, pre shift briefing, regular team meetings, daily communication with other F&B Supervisors and regular meetings with the GM.
- Be responsible for the safety and security of guests and team, take the lead in emergency situations eg first aid, fire, theft, complaint.
- Ensure health and safety procedures are consistently applied in accordance with hotel health and safety policy.
- Respond to all guest comments in an immediate, polite and professional manner. Discuss complaints with the GM and agree how to follow up. 'Own the complaint' and ensure that the guest returns.
- Ensure that the bar, Dining room, Barn and Boardroom are maintained to the specified standard of cleanliness and presentation at all times.
- Be fully conversant with the wine list. Be able to prepare and serve appropriately, using legal measures and relevant glassware.
- Monitor stock levels and lines, order from agreed suppliers. Discuss new lines and wine list updates with the GM as and when appropriate.
- Carry out a monthly beverage stocktake. Be responsible for achieving budgeted cost of sale. Investigate any irregularities and shortfalls.
- Be aware of all current menus and conversant with any allergen implications, be able to discuss with guests.
- Maintain individual training and development files for all team members.
- Hold reviews and appraisals with the team on a regular basis, including making training recommendations, extending probation etc as required.
- Be responsible for all performance monitoring and disciplinary issues, update the GM on a regular basis.
- Arrange the Induction Program for all new staff.
- Carry out any other duties as requested managers and owners.

**Benefits to you:**

- Competitive hourly rate plus TIPS
- Meals whilst on duty
- Training and development
- Career opportunities
- Complimentary gym use
- 20% discount on hotel Food & Beverage
- Discounted friends & family hotel stays
- Access to Pride of Britain Hotel staff rates across 50 luxury UK Hotels

**PERSON SPECIFICATION****Food and Beverage Supervisor**

- Focused, organised, efficient, with an eye for detail and a passion for good service.
- Computer literate.
- Personable, vivacious, energetic.
- High standard of personal presentation.
- An individual who can communicate with guests in a relaxed manner, whilst consistently delivering first-class professional service.
- Personal License holder.
- Has a passion for and knowledge of great food, drink and service.
- Able to inspire and manage a small team.

If you're interested in this role please send your CV to [operationsmanager@parkhousehotel.com](mailto:operationsmanager@parkhousehotel.com)