

Front of House Supervisor – Job Description



Job Title: Front of House Supervisor ~ White's Cafe

Reporting to: Chef

Salary: Full Time (37.5 hours) £23,400 per year

Responsible for: Catering Assistants & Volunteers

Job Purpose

To take responsibility for ensuring the smooth and efficient provision of White's café front of house operations, providing the best possible quality experience to visitors, and ensuring adherence to all relevant operational procedures.

You will take a hands-on role in developing the front-of-house operation at the Museum Café (White's) including events. Your focus will be on performance standards and ensuring that agreed targets are continually met and maintained. You will help team members (staff and volunteers), to maintain and build upon our reputation.

You will relish the challenge of this key role and be keen to work towards solutions. With a flexible and positive approach to work, you will have the ability to work as part of a team and on your own initiative.

Scope

To manage front of house operation in White's Café. The postholder will typically work five days a week: covering weekends and some weekdays. In addition, on larger event days the operation may be focussed on outside catering in marquees on the mead.

Key Tasks

1 Managerial & Financial Tasks

Responsible for organising the counter service and front of house operations, ensuring the highest standard of cleanliness, a cheerful welcome, efficient service, and that any waste is kept to a minimum.

1. Develop the catering offer and level of customer service to maintain and enhance the reputation of The Café and other catering operations.
2. Responsible for ensuring daily catering cashing up and reconciliation procedures are followed with accurate records maintained. (training given)
3. With the Management Team, devise and promote initiatives to maximise sales, including up-selling where possible.
4. Train assistants and volunteers as required.
5. Organise staff rotas for FOH.
6. Take responsibility for managing stock control, placing purchase orders, minimising wastage and undertaking stock checks and managing associated administrative tasks.

2 Food Preparation, Catering Operations, Food Hygiene & Safety

1. Take responsibility for delivering well-presented food of consistently high quality, ensuring that high standards of food hygiene and health and safety are met and maintained.
2. To undertake basic food hygiene awareness training and essential health and safety training in accordance with current legislation and organisational policy and procedures for new team members and as an annual refresher for all.
3. If appropriate, to deliver training on appliances etc to new staff members.
4. Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.
5. Ensure table service is in full use.
6. Ensure that all food is produced and prepared in accordance with the food hygiene standards identified within our Food Hygiene Policy.
7. Take responsibility for ensuring that all assistants and volunteers supporting the catering operation strictly observe all legal requirements regarding the service and sale of alcohol.
8. To organise and help plan, prepare food for Museum functions and events as required.
9. Take responsibility for checking food deliveries & training assistants in procedures to be followed.
10. Ensure all stock is stored appropriately, labelled and used in rotation.
11. Undertake stock taking as required & place purchase orders with our nominated suppliers as necessary.
12. Ensure all equipment is used correctly and appropriately ensuring that assistants receive recorded training as appropriate.
13. Monitor all catering cleaning schedules.
14. Ensure COSHH policy and procedures are understood and adhered to by all.
15. Train staff to use and clean the coffee machine and manage the hire process
16. Wash up, manually and by machine.
17. Ensure correct and appropriate rubbish and recycling disposal.

3 Customer Care

1. Lead by example and ensure that high standards of customer care are consistently delivered by all so that the reputation of the Museum is enhanced, and sales targets achieved.
2. Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met, and complaints kept to a minimum.
3. Participate in and deliver staff training in customer service and care.
4. Provide attentive service.
5. Ensure Museum policy and procedures are followed in the event of any complaint.
6. Ensure all catering facilities are presented to a high standard so that customers enjoy a comfortable and welcoming environment.
7. Take responsibility for maintaining cleanliness & tidiness.
8. Ensure all food/drink products are attractively displayed.
9. Maintain accurate product labelling/ingredients information to comply with legislation and customer dietary requirements.

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10. Drive foot fall and sales.
11. Increase customer demographic.

4 Personal Hygiene & Appearance

1. Observe good personal hygiene and be always of well-groomed appearance, as detailed within our Food Hygiene Policy, setting a good example to all assistants. This includes, but is not limited to, the following:
 2. Hair to be tied up.
 3. Nails free from polish
 4. Clean clothes and apron
 5. Clothes must white blouse/top covering upper arms and black trousers/skirt
 6. Shoes must be sensible and cover feet adequately.
 7. Take responsibility for ensuring that all assistants observe the standards and procedures detailed in the Museum's Food Hygiene Manual.

5 Locking/unlocking procedures

1. Take full responsibility for the safety and security of White's Café, premises, and contents - including locking and unlocking procedures - and the wellbeing of all visitors, staff and volunteers.
2. Take a proactive approach to managing standards and presentation of the site.
3. Deal with any emergency, e.g. fire, accident or incident (full training given).
4. Arrange last-minute staff cover if necessary.
5. Checking float and setting till at beginning of day.
6. Cash up, at the end of the day.
7. Direct staff to fold blankets and open/close parasols at start/end of the day.
8. Bring blankets in during wet weather.
9. Close and alarm the Café at the end of each shift.

6 Knowledge, Skills, Attributes and Experience Required

Knowledge

Commercial awareness, able to support profit driven activity. (E)

Principles and commitment to the importance of excellent customer service. (E)

Knowledge of the importance of Food Hygiene, Health, Safety and Licensing legislative requirements. (E)

Hold a Level 3 Intermediate Food Hygiene Certificate. (E)

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Good IT skills, able to use Microsoft Office software (Word, Excel and Outlook) with confidence and accuracy. (E)

Able to operate EPOS till (training given) (E)

Skills / Attributes

A team player, able to work flexibly and positively with others. (E)

Commitment to achieving standards of excellence. (E)

Able to work well under pressure maintaining a cool, efficient, and professional demeanour. (E)

Self-motivated, energetic with strength of personality. (E)

Proven organisational skills. (E)

A positive approach to problem-solving. (E)

Able to work independently and reliably with minimal supervision. (E)

Highly diplomatic, able to handle customers in a calm, courteous and confident manner. (E)

Good verbal communication skills. (E)

Good numeracy and literacy skills. (E)

A good eye for detail and excellent presentation skills. (E)

Motivational skills, able to lead by example and communicate operational procedures effectively. (E)

Experience

Experience in the catering & hospitality sector. (E)

Experience of working in a busy, customer focused operation. (E)

Experience of supervising staff and volunteers. (E)

Experience of financial transactions including cash and electronic payments. (E)