

Job Description

Food and Beverage Supervisor

Position: Food and Beverage Supervisor	Department: Food and Beverage Department	Reporting to: Events Manager
Salary: £23,851 - £24,999	Contract: Permanent	Hours per week: (5 days out of 7) 40 hours per week

Job purpose: To ensure all guests receive outstanding customer service whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”

As a 304 Bedroom Hotel, an international football stadium and a world class conference and events location you'll be helping us look after our guests in a friendly, hard-working environment among a passionate and fun team. The ideal candidate should meet our criteria whilst ensure the provision of excellent customer service within the ethos of Doubletree by Hilton MK is maintained and ensure that Doubletree by Hilton Brand Standards are met by team.

Role Competencies:

Planning Timescales:

- To operationally plan Events of various levels of complexity
- Ability to work to specific deadlines

Decision Making:

- To resolve any conflict in accordance with the company guidelines and complete all conflict management training whilst offering strong problem-solving skills

Impact and Influence:

- To meet and exceed guests’ expectations
- To implement all brand standards daily in all event spaces
- Ability to manage change in process and policy
- Highest level of personal grooming

Skill Level:

- Outstanding customer service skills, the ability to work as part of a team and High levels of personal integrity.
- Basic IT Skills including Excel and Outlook.
- Previous experience with symphony or other POS platforms. Experience using Micros.
- High knowledge of hotel and or events industry with previous experience of leading large teams in large scale food and beverage operations
- Excellent organisational skills, verbal and written communication skills

Communication:

- To follow and execute any reasonable request from your line manager
- To ensure you work in unison with all other FandB Managers to deliver the departmental objectives
- Excellent communication skill written and verbal
- To actively work with other departments to ensure that guests have the best experience possible

Budget Management:

- To ensure financial budget and targets are met

- To ensure all purchasing and procurement guidelines are followed and adhered to
- To complete activities around staff scheduling, wages, rota's audits and reporting

Lead and Develop:

- Supervising and developing the team to deliver the day to day operation needs in Events/Bars throughout the hotel
- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards. To empower your team to be able to handle all positive and negative guest feedback
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service
- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department
- To support team members during service including taking orders, hosting and food delivery
- To train, develop and coach team members and to ensure complete customer satisfaction on shift.

Operating Parameters:

- To follow all hotel and group policies and procedures inclusive of the staff handbook
- To ensure all event spaces are maintained and cleaned daily in line with cleaning procedures
- To act as an incident controller/fire marshall as required around the needs of the business
- To be able to promote products, understand composite and processes, including menu, ingredients, allergy, cooking process, service style, etc
- To ensure that all company policy and procedure is followed, including health and safety, hygiene, legislation and employment law.

Essential and Desirable Job Criteria:

- Excellent product knowledge of food and drink and knowledge of licensing law. (E)
- Experience at Supervisor level in a 4* Hotel / previous leadership in events industry (E)
- A self-starter with a passion for excellence with an excellent eye for detail. (E)
- A confident, friendly and personable manner who is a team player (E)
- High level of discretion and trustworthiness. (E)
- Experience of a high-volume operation with a passion for the Hotel Industry. (D)
- Food safety certificates and First aid trained. (D)
- Training qualifications. (D)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post may be subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – **must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 90

Level: 2