

Job Description and Person Specification

Restaurant Supervisor

Position Details

Position: Restaurant Supervisor	Department: Food & Beverage	Reporting to: Restaurant Manager
Salary: 23,000	Contract: Permanent	Hours per week: Min 40 hours per week. As and when required around the needs of the business demands.

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

Job Description

Person Specification

- **Main Objectives**
- Supervising and developing the team to deliver the day to day operation needs of the restaurant.
- To meet and exceed guests’ expectations.
- To ensure financial budget and targets are met.
- To operationally plan Events of various levels of complexity.
- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest’s expectations.
- To ensure all purchasing and procurement guidelines are followed and adhered to.
- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department.
- To follow and execute any reasonable request from your line manager.
- To ensure you work in unison with all other F&B Managers to deliver the departmental objectives
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training.

- **Essential:**
- Previous leadership in a restaurant
- Excellent attention to detail
- Excellent communication skill written and verbal
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Basic IT Skills including Excel and Outlook.
- High knowledge of hotel and or events industry
- Ability to work to specific deadlines.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.
- Previous experience of leading large teams in large scale food and beverage operations.
- Previous experience with symphony or other POS platforms.
- **Desirable**
- Previous experience working with hotel or high street brand.
- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

- **Summary of Duties**

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| <ul style="list-style-type: none">• 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 ensure Rota Horizon is reviewed daily and maintained to the required standards• Follow all Government guidelines and company policies to deliver COVID19 controls.• To act as an incident controller/fire marshall as required around the needs of the business.• To implement all brand standards daily.• To empower your team to be able to handle all positive and negative guest feedback. | |
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