


Doc No:	FB-JD-004	F&B Supervisor Job Description	
Rev No:	REV2		
Created:	27/08/2019		
Next Review:	24/03/2022		

Job Title:	F&B Supervisor
Reporting to:	Outlet Manager
Reporting to Job Holder:	F&B Assistants

PRINCIPAL PURPOSE OF ROLE:

To supervise and work as part of an assigned team/outlet to ensure that high standards are achieved both in the provision of food and beverage served and the customer service experience of the guest.

KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

SPECIFIC:

People

- To supervise the service of food & beverage offers to bluestone guests to agreed standards
- To ensure that front of house areas are kept immaculately clean at all times and that food being served is of the highest standard
- To respond to guest complaints efficiently to minimise escalation
- To observe and adhere to Bluestone Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems by following the escalation procedure.
- To attend work looking clean and smart and adhering to company appearance and standards. Your uniform must be clean and crease free and your name badge must be worn at all times.
- To attend and complete training courses when required.
- You may be required to carry out other tasks within the F&B department and with in other departments, which naturally fall within reasonable expectations of the post.

Product

- Ensure that all Food Safety paperwork has been completed correctly and that staff comply with the guidelines
- To maintain excellent product knowledge, being able to competently answer any guest enquiries.
- Where appropriate to up sell other products to guests in an efficient and friendly manner, including the promotion of other activities and services available on site.


Profit

- To collect, be responsible for and return the required cash floats for your assigned outlet. Also to be responsible for the reconciliation of till at the end of each shift worked
- To ensure that payments are handled correctly and that tills are operated correctly and any mistakes made are rectified in a timely manner.

GENERAL:

People

- Understand and promote Bluestone’s culture beliefs
- Engage with team members and ensure they fully understand what is expected of them and that they have the training and tools to perform at their best
- Assist employees to succeed in their roles
- Commit to personal development plans and assist team members in meeting theirs
- Conduct and record return to work interviews on CRM.
- Administer holiday requests fairly, timely and in line with holiday procedures

Doc No:	FB-JD-004	F&B Supervisor Job Description	
Rev No:	REV2		
Created:	27/08/2019		
Next Review:	24/03/2022		

- Demonstrate discretion and confidentiality when dealing with sensitive staff issues.
- Product
- Understand and promote Bluestone brand standards and values in the execution of the role
 - Create a team culture of service and operational excellence through leading by example, recognition and praise
 - Operate a safe and compliant business in line with Standard Operating Procedures and health and safety guidance
 - Contribute to continuous improvement and work with unit/department managers to develop the product offering, service delivery and operational excellence
 - Promote good practice in terms of energy and waste management
- Profit
- Assist managers to improve team member engagement, retention and absence rates
 - Responsible for reporting to your line manager any, sick notes, leaver forms, etc to ensure managers payroll is accurate at all times
 - To create a service that sells culture and positive promotion of Bluestone events, venues, activities, etc

PERSON SPECIFICATION:

EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

- Essential
- Working knowledge and understanding of relevant in-house systems
 - Strong Customer Service Skills
 - Excellent communication and interpersonal skills
 - Ability to work unsupervised/to use own initiative
 - Sound and demonstrable knowledge of Health & Safety legislation and best practice in the workplace
 - Basic knowledge and understanding of financial targets along with commercial awareness
 - Experience of (or ability to) handling cash and operating micros till systems
 - Ability to respond to emergency situations in an effective manner.
 - Food Safety Level 2
- Desirable
- Previous experience of supervising a team and/or having responsibility for a food and beverage outlet.
 - NVQ 2 or equivalent in Catering
 - Food Safety Level 3

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HLDER:

- Positive 'can do' attitude
- Ability to motivate and lead a team
- Flexible, committed and punctual
- Strong communication skills with guests, team members and management
- Able to stay calm and friendly to guests and staff when pressure is on
- Solution focused and natural problem solver
- Committed to developing self and able to accept feedback