

Hospitality Team Evening Supervisor (dining) – Part Time Job Description & Personal Specification

Overview

Centre:	Whitemoor Lakes
Position:	Hospitality Team Evening Supervisor
Reporting to:	Hospitality Team Coordinator
Hours:	22.5 Hours (Any 5 days out of 7) (Predominately afternoons / evening, including weekends, esp. Saturdays) Shifts are 3.30pm – 8pm / 4.30pm – 9pm (Fridays) <i>NB: When there is no requirement for no evening work, hours will need to be made up during the day.</i>
Role Type:	Permanent, Part Time, Shift Work
Overall Purpose:	To support the Hospitality Team Manager in managing the Hospitality department by providing clear leadership and management to the Hospitality staff team, giving them the relevant tools and instructions to do the job. To support the Hospitality Team Manager in providing a high standard of service to our guests during meal service, exceeding guest expectations.

Job Description

- Daily planning and prioritisation of tasks, completing the briefing sheet and daily planning board, ready for the staff briefing later in the shift. Planning the dining room layout of where groups will sit.
- To provide daily leadership and clear guidance to the Hospitality staff team, by providing staff with a clear, daily briefing for the shift ahead, ensuring all staff know what they are doing, which groups are in the centre, the menu, and any additional requirements.
- By leading by example, in the form of being a constant presence within the team, competent planning, good communication and being the first point of contact for hospitality team staff.
- To ensure the dining room is kept clean, tidy and set up correctly for each group, with correct number of tables, chairs, printed table signs etc.
- To welcome groups into the dining room, especially when it is their first meal, making sure groups know where their allocated seats are and how the dining room functions.
- To ensure the smooth running of the dining room during meal service, being responsible for special diets, ensuring enough food is brought out to the hot serveries and liaising with group organisers.
- To ensure food hygiene regulations are met during food service and throughout the dining room.

Continued.

- To assist the Hospitality Manager in producing a deep cleaning schedule for the dining room and wash-up areas and to implement it, completing accurate and relevant records.
- To complete regular cleaning checks of the Centre public toilets, ensuring staff are correctly completing the toilet check / cleaning log sheet. Ensuring new log sheets are available and displayed at the start of each week.
- To look after the refreshment stations within the reception and dining areas, including the re-filling and deep cleaning of the hot drinks vending machine.
- To assist with setting up / clearing of venue rooms, including general tidying of rooms, setting up refreshments, clearing refreshments etc.
- To ensure tea-towels, cloths, mops are washed and dried and put away in the relevant place.
- To ensure you and your team adhere to safe practise when using of chemicals, wearing the appropriate protective equipment where necessary and correct dose used.
- To assist the Hospitality Team Manager and other Hospitality supervisors in staff training.
- To work in partnership, forging good working relationships, with the general hospitality supervisors and housekeeping supervisor.
- To help the Hospitality Team Manager to actively promote teamwork within your department.
- On the rare occasions where no evening work is required, hours will need to be moved into the day. On these occasions, there maybe a need to assist the Hospitality Manager, General Hospitality Supervisors and Housekeeping supervisor in general housekeeping tasks. (accommodation)
- To undertake other duties as requested by the Hospitality Team Manager, General Manager / Head of Centre.

This job description dates from February 2024 and may be subject to review at any time as deemed necessary.

Personal Specification – Hospitality Team Evening Supervisor (dining)

Attributes	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Clear communicator, with good command of the English language (speaking, reading and writing). • Personable & approachable, with the ability to respond positively to guests & staff needs. • Flexible, punctual and reliable. • Being able to manage and supervise a team. • Methodical, organised, planning schedules and being able to prioritise tasks. • Comfortable & confident when working as part of a team, but also working alone. • Committed team player, being able to forge good working relationships within the team. • Keen eye for detail. 	<ul style="list-style-type: none"> • Efficient and competent with working with computerised systems, including word and excel.
Experience	<ul style="list-style-type: none"> • Good understanding of a residential hospitality environment. • Previous experience working in a large restaurant, canteen, dining room, or similar food service environment. 	<ul style="list-style-type: none"> • Previous experience working in hospitality or another customer facing role. • Previous experience of managing and leading a team. • Previous experience working with children. • Working with a hotel / residential centre computerised booking / information system. • Experience of working to a tight schedule or regular task list.
Education/Qualifications	<ul style="list-style-type: none"> • First aid certificate or a willingness to learn • Food hygiene certificate or a willingness to obtain. 	<ul style="list-style-type: none"> • No formal qualifications are needed for this role; however, a good standard of numeracy and literacy is required. • COSHH training
Other	<ul style="list-style-type: none"> • Fully supportive of the aims and Christian ethos of the Charity. • High standard of personal grooming, dress and appearance. 	