

Job Description and Person Specification

Job Title: Food & Beverage Supervisor – Bar	Job Ref/UPN:
Faculty/Directorate: Hospitality	Salary: £18000 per annum 2 Year Fixed Term
Location: Missenden Abbey Conference Centre	Hours: 40
Responsible to : Hospitality Manager	
<p>Purpose of Job:</p> <p>Supervise all aspects of the food and beverage services within the Restaurant area. Provide hands on day-to-day operation and manage and coordinate staff on duty.</p> <p>Supervise and manage operation, budgets and targets and staff in the Bar area.</p> <p>Provide and ensure a friendly, efficient and professional catering service to all Missenden Abbey customers and consistently exceed their expectations</p> <p>Develop existing processes, procedures and catering products. Work closely with all departments of the Abbey and act on client feedback to deliver and develop excellent catering service to encourage further business.</p> <p>Ensure that all information and customer requirements is communicated clearly, efficiently, on time and delivered by the team on duty.</p> <p>Supervise junior staff, including their recruitment, training and development</p> <p>Promote catering and bar products provided by Missenden Abbey at all times.</p> <p>Special Notes or Conditions:</p> <p>The working week is any 5 days over 7. Restaurant shifts are covered between 6.45am - 11.00pm, but these may vary according to customers' requirements and working times will be based on the business.</p> <p>This list is not exhaustive and will be reviewed periodically when adjustments may be made.</p> <p>This job is under the new Missenden Abbey Contract along with the new Terms and Conditions</p>	
<p>Main Duties and Responsibilities: Please consider impact on: Customers – People – Partners – Performance (Physical)</p> <p>Customers</p> <ul style="list-style-type: none"> • Provide efficient, courteous and professional customer service at all times • Supervise the delivery of all aspects of F & B service to our customers • Constantly update information regarding customer requirements and understand Kinetic booking system 	

- Understand all catering requirements, catering products, services and expectations
- Liaise with Front of House & Sales teams daily regarding any catering changes and ensure that these are delivered efficiently, including last minute updates
- Ensure that the team working always meet and greet all clients within the Restaurant and Bar area in order to provide a personal service and welcoming atmosphere, putting customer service at the forefront of every activity
- Deal with and manage difficult customers to ensure the best outcomes for the Abbey are always achieved. Monitor the reasons and report these to the Line Manager and ensure these are communicated and logged effectively
- Put in place methods and procedures to ensure that the best customer service is being monitored and delivered at all times.
- Understand and have knowledge of all corporate and function clients, any feedback obtained pass on to Line Manager in accordance with the feedback policy
- Monitor and report any possible enhancements or improvements to the service
- Liaise with the Head Chef or the Chef on duty regarding the brief of every meal service and evening Bar meals, in order to provide correct information to the customer regarding all products served
- Manage the balance between customer satisfaction and effective business management, deal with last minute changes and solve problems as they arise in calm manner, while maintaining high attention to detail
- Promote and report any customer feedback through conversation to the Line manager or General Manager

People

- Establish and maintain effective working relationship with colleagues, managers and all customers at all times
- Show first class communication skills, verbal, written and face to face, excelling on a daily basis.
- Liaise with colleague Supervisors, Wedding and Events Co-ordinator and Line Manager regarding the Bar requirements for the specific events.
- Communicate effectively to ensure all departments, employees and clients interpret and respond clearly and effectively to spoken requests over the phone, radio, or in person, and to verbal or written instruction
- Brief and allocate correct information and duties to the staff on daily basis and prior to every meal service
- Supervise and manager all new and junior staff, providing the necessary on job training as and when required
- Train, mentor, develop and motivate all staff and develop on the job training methods that are effective and keep costs to a minimum
- Ensure all the team are fully trained and have the ability to handle telephone, email and face to face requests on a daily basis
- Pass on any suggestions from the staff on how to improve service and customer experience to the

Line Manager or the appropriate department

- Address the staff performance as necessary in an appropriate manner. Apply current legal and in-house HR procedures to ensure retention of good staff and the provision of the high-quality service.
- Attend weekly Operations meetings, and other meeting as and when required and actively participate in these meetings.
- Lead by an example and create an environment of fun and cohesion where team members and colleagues feel valued and enjoy the atmosphere they work within.

Partners

- Work on developing partnerships both internally and externally that benefit both Missenden Abbey and the University
- Work closely with University's central services i.e. HR, Finance and Building and Estates to maintain compliance with set policies and future developments
- Work closely with the suppliers on reducing costs where possible while enhancing products and maintenance contracts. Ensure that negotiation is always taking place to achieve the best possible price and service, in accordance with the set procedures
- Sit on any committees that require an understanding of Missenden Abbey or the University business and direction as requested by your Line Manager and the General Manager and liaise where appropriate with relevant stakeholders to ensure that the sales and operations are considered at all times in the planning of any activities.

Performance

- Ensure that all F&B provisions are monitored, checked, reported and delivered on time as requested by clients and your line manager
- Develop and constantly enhance level of service provided to all clients
- Ensure that all allocated duties and standards are met by team members at all times
- Create table plans for all meal servings within the Restaurant and ensure that the space is fully optimised and clearly allocated for the individual clients
- Look ahead and plan the staffing levels are in accordance with client requirements
- Use Kinetic booking system constantly for any catering and bar requirement updates, client profiles and level of business and update system if necessary.
- Lead by example in maintaining the highest service standards possible ensuring customer service is at the forefront of every activity carried out in your job.
- Ensure all areas of Restaurant, Bar and Coffee stations are clean and presentable at all times
- Assist the Line Manager in setting of the targets and achieving the agreed targets for the Restaurant and the Bar area and ensure that these are communicated to all staff at all times.
- Create staff rotas for the Bar area in effective and highly efficient way that keep staffing levels to a minimum, continually focusing on costs, but not losing sight of delivering top class customer service and regularly monitor the staff budget levels
- Calculate staff timesheets and wages for any Atypical staff and report to line manager.
- Assist with setting up the budgets for the Bar area staff costs

- Select appropriate level of Atypical staff levels and carry out interviews to fill vacant positions.
- Monitor Bar stock levels and rotation of all beverages on daily basis.
- Monitor shelf life of products to minimise the wastage and create ways of upselling the products.
- Update any price increases within the Bar tariff and Wine list. Communicate those clearly and on time.
- Place weekly orders in accordance to stock levels and within agreed expenditure budget and report all information correctly in accordance with the operating procedures.
- Monitor levels of stock regarding disposables and glassware for the Bar area and calculate breakages and record as necessary.
- Place orders to top up the stock level and check the quality as laid out in the procedures and within the Cost budget restrictions.
- Ensure that all suppliers' invoices are checked and are correct in accordance to the order and delivery for the Bar area
- Create and operate cleaning schedule for the Bar area as laid out in the Operation procedures
- Ensure the all staff record all transactions correctly and perform nightly cash and transaction reconciliations
- Monitor and check all floats on daily basis and report any discrepancies to the Line Manager
- Provide weekly takings report for your Line manager as defined by Company's financial regulations.
- Promote all products sold through the Bar and be aware of the targets and income budgets set for the Bar business
- Constantly strive to create a welcoming atmosphere and enhance products in the Bar area
- Liaise with the Line manager and Head chef regarding the presentation of the meal service and address any issues regarding the delivery
- Monitor the performance and quality of all equipment and furniture within the F&B area
- Report defective equipment and furniture and organise and liaise with Building and Estate department and suppliers on repairs of equipments within agreed budget
- Assist and liaise with the Restaurant & Events as required for the client requirements
- Assist and liaise with organisation and preparation of the Weddings and social events
- Work with and assist the Front of House Manager and your Line Manager on implementation of an annual internal promotional plan within the F&B area.
- Ensure all health and safety procedures are followed in line with organisational policy and Health and Safety at Work
- Adhere to the Alcohol Licensing Laws and ensure that all bar staff is trained and comply with the regulations

- Ensure that all stationary levels are met and agreed within the set budget.

Other

- Deputise Line Manager in their absence regarding the full running of Restaurant area
- Manage all other Food and Beverage Supervisor areas (Restaurant & Events) as and when requested by your Line Manager.
- Be a strong ambassador of Bucks New University and Missenden Abbey at all times.
- Attend and complete any training courses as and when required
- Maintain a flexible, adaptable work life balance
- Maintain high standards of hygiene and personal presentation. The uniform provided to be worn in the correct manner.
- Perform Duty Management roles and responsibilities as and when requested
- Maintain the Bar/Office work area in a clean and professional manner at all times
- Any other duties that may be deemed necessary from time to time.

Education, Qualifications and Training:	Essential/Desirable
Good general education	E
Essential Food Hygiene Certificate	D*
Personal Alcohol Licence	D*
Qualification in the Hospitality Sector	E
Knowledge, Experience and Skills:	Essential/Desirable
Experience of working in a good quality hotel/restaurant	E
Bar experience	D
Trained in silver service	E
Flexible approach to work and ability to prioritise	E
Calm under pressure	E
Good teamwork skills	E
Ability to motivate and be a team leader	E
Good communication skills	E
Confident and enthusiastic	E
Experience of managing Staff costs closely and ensuring budget cost and sales targets are always achieved	D
*Training will be given in-house if required	
Core Competencies/HERA: This section should contain the level of competency required to carry out this role. For example: transferable, communication, planning, organisation, leadership, management skills.	Essential/Desirable
Excellent customer service skills	E
Excellent communication at all levels & the ability to interface with many varied users	E
Excellent planning skills	E
Excellent organisational skills	E
Ability to Manage or Supervise a team	D
Ability to work with a wide range of people and achieve the intended results	E