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| Mytime Active |
| JOB DESCRIPTION |
| **JOB TITLE: Food & Beverage Supervisor** | **BUSINESS UNIT: Golf** |
| **POST NO:** | **REPORTS TO: Food & Beverage Manager** |

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| MAIN PURPOSE**To deliver, develop and support drive Mytime Active’s Food and Beverage (F&B) business, by delivering a service which significantly contributes to the strategic aims and objectives by:*** **Manage the day-to-day operations in order to maximise business opportunities in line with the company business plan**
* **Be an integral part of the F&B team that provides an exciting, healthy, innovative, quality operation in order to create demand which meets customer needs whilst increasing profitability.**
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| **SUMMARY OF RESPONSIBILITIES AND DUTIES**1. Supervise the F&B team to ensure a smooth running of daily operations
2. Control all ordering and deliveries of goods
3. Ensure that all F&B areas are maintained to the required high standard of cleanliness and presentation
4. Maintain effective control of Food & Beverage services on site
5. Assist the Chef with all function catering requirements.
6. Assist the F&B Manager with all Food & Beverage business and take full responsibility for F&B operation in the absence of the F&B Manager
7. Prepare and cook food in accordance with the Food Hygiene Regulations 2006, The Food Safety Act 1990 and the Health & Safety at Work Act 1974
8. Adhere to the food safety management procedures, Hazard Analysis and Critical Points (HACCP) principles
9. Ensure that F&B procedures outlined in the QMS are adhered to
10. Ensure that all F&B staff deliver excellent customer service as defined
11. Ensure that F&B staff adhere to safety and general procedures as outlined in the QMS
12. Maintain effective control of F&B services on site by checking daily stock levels
13. Ensure the F&B service meets business needs
14. Ensure tight control of stock and minimise wastage
15. Assist in the development and delivery of staff training which is consistent with business needs
16. Guiding, caring for and assisting customers in their choice and use of the catering facilities
17. Stimulate secondary spend by facility users by way of regular promotional activity
18. Being aware of all Health & Safety issues, constantly implementing and assessing procedures, and drawing attention to any useful practices
19. Ensure company financial regulations are adhered to in terms of cash handling, reconciliation and invoice processing.
20. Ensure all staff understand and observe matters relating to licensing laws
21. Working as part of a team to achieve the usage and profitability targets of the catering facilities
22. Any other duties as may be required, commensurate with the grading and responsibility of the post.
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| **DATE: April 2016** |

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| **PERSON SPECIFICATION** |
| **JOB TITLE: Food & Beverage Supervisor** | **BUSINESS UNIT: Golf** |
| **POST No:** | **REPORTS TO: Food & Beverage Manager** |
| SKILLS AND ABILITIES* Excellent customer care skills
* Ability to up-sell
* Excellent interpersonal skills
* Must have the desire to exceed
* Practical knowledge of how to prepare, cook and present F&B
* Ability to communicate effectively with colleagues and customers
* Neat and presentable appearance with high standards of hygiene
* Good numeracy skills
* Ability to use judgement and common sense
* Ability to work as part of a team as well as working on own initiative
* Ability to lead and motivate a team of staff
* Ability to undertake a diverse workload and deliver to a high standard to required deadlines.
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| **KNOWLEDGE*** A sound working knowledge of current F&B operations
* Good understanding of the current food and beverage legislation including licensing
* Current working knowledge of catering and function business
* An in depth understanding of providing excellent customer service
* Commercial awareness and business acumen.
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| **EXPERIENCE*** Supervisory experience in a F&B operation
* Experience of developing a team
* Working In both a Front of House and Kitchen environment
* Experience of delivering excellent customer service.
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| **QUALIFICATIONS*** City in Guilds Diploma in Supervision of F&B or equivalent
* Food Hygiene Certification. (L2 – Essential, L3 – Desirable)
* Premises Licence holder
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| **CONDITIONS OF EMPLOYMENT*** Conditional upon health clearance, employment/education references and is exempt from the Rehabilitation of Offenders Act.
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| **DATE: may 2018** |