



VICTORY SERVICES CLUB

## JOB DESCRIPTION Senior Food and Beverage Supervisor

| Job Title:                                | Responsible for:                                | Responsible to:  |
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| Senior Conference & Banqueting Supervisor | Food and Beverage Supervisors<br>F&B Assistants | F&B Manager<br>Deputy F&B Manager<br>Assistant F&B Manager |

| Primary Role:  |
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| <p>To ensure that the highest standards of food and beverage service within the Club's Food and Beverage areas.</p> <p>Providing support to the F&amp;B Management team, you will assist in the smooth and efficient running of all the F&amp;B outlets through meticulous planning, time management and engagement of manpower. You will be able to manage a team of staff - many of whom may be casual, agency or part-time, giving clear direction and instruction. Promote the Club's core values of Value, Service &amp; Courtesy within the department</p> |

| Specific Tasks:  |
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| <p><b>CUSTOMER</b></p> <ol style="list-style-type: none"> <li>To ensure that each member or guest of the Club who uses the F&amp;B facilities receive the best service possible.</li> <li>To be proactive in the initiating of systems to ensure ever increasing levels of customer service are delivered.</li> <li>To deal with customer complaints in an efficient and timely manner.</li> <li>To ensure there is a service recovery process and DM log follow up as necessary.</li> <li>Build positive relationships with the members of the Club.</li> </ol> <p><b>OPERATIONAL RESPONSIBILITIES</b></p> <ol style="list-style-type: none"> <li>To liaise with the F&amp;B management team, F&amp;B Supervisors and F&amp;B Assistants in relation to preparation for forthcoming business regarding department resources.</li> <li>Attend weekly BEO meeting with the events team.</li> <li>To ensure correct shift operating procedures (including opening &amp; closing) are followed.</li> <li>Supervising daily shift operations and ensures compliance with all F&amp;B policies, standards and procedures.</li> <li>Liaising with function organizers so that all details are correct.</li> <li>Ensuring that all Food &amp; Beverage, room set-ups and equipment meet the required standard of presentation, quality, and quantity before service.</li> <li>Ensuring that all fixtures and fittings as well as equipment are cleaned and maintained in accordance with the operating procedures.</li> <li>Dealing with any customers' queries, requests and complaints, referring any outside your area of responsibility to the F&amp;B Manager.</li> <li>Maintaining food handling and sanitation standards.</li> <li>Training staff and monitors adherence to all cash handling and credit policies and procedures.</li> <li>Supervising staffing levels to ensure that guest service, operational needs and financial objectives are met.</li> <li>Helping to train staff in safety procedures and supervises their ability to execute departmental and Club emergency procedures.</li> <li>Interacting with guests to obtain feedback on product quality and service levels; effectively responds to and handles guest problems and complaints.</li> <li>Empowering staff to provide excellent customer service. Ensures staff understand expectations and parameters.</li> <li>Can do attitude and able to deal with last minute changes and pressure.</li> <li>Planning well so each event runs smoothly.</li> </ol> |

22. Carry out staff briefings.
23. To ensure menus and information are correct prior to the function starting time.
24. To ensure that departmental 'Standards of Performance' and processes for managing consistency and compliance of all team members.
25. To ensure stock controls exist throughout all events space and bars with clear accountability at all levels within the department.
26. To ensure that the business needs are met through correct allocation of team members to support this.
27. Any negative service is reported, actioned and addressed with the team and F&B Manager.
28. AV is in working order and reported if not.
29. EPOS systems are managed. (Infodata)
30. To build relationships with the Kitchen team.
31. Any equipment faults are reported to the Facilities Department via Club 3000.
32. Breakages are recorded accurately and passed monthly in detail to the F&B Management.
33. All cleaning schedules are completed weekly and passed via e-mail to the F&B Management.
34. To complete Duty Manager shifts as per the roster.

#### **TEAM SUPPORT**

35. To inform team members of any information that may well be useful for them departmentally.
36. To ensure that the team members receive correct and detailed briefings offering an explanation that might be required.
37. To ensure 100% training compliance is achieved across the department.
38. To work with all departments to ensure that operational business excellence is achieved.
39. To work closely with the F&B management, F&B Supervisor (s) and F&B Assistant to ensure departmental objectives are being met.
40. To assist colleagues in other area of the F&B department as and when required.
41. As well as working in Events you will be required to work in Club Catering Outlets.
42. All team members are wearing the correct uniforms and they have lockers.

#### **GENERAL**

43. Comply with all Club policies as laid out in the staff handbook.
44. Familiarise yourself with other aspects of the Club.
45. Ability to work as a team.
46. Ensure that time management, time keeping, attendance & grooming standards are complied with.

#### **HEALTH & SAFETY**

47. Participate and support the Club in emergency or crisis management situations.
48. To take responsibility for departmental Health & Safety and ensure that full compliance is recorded and documented.
49. PPE is used at all appropriate times and repeat if more required.
50. COSHH is adhered to.
51. Lead the team in knowledge of the fire responsibilities.
52. Ensure that the Club complies fully and at all times with its legal duties regarding health, safety and welfare matters.
53. Report all accidents involving injury or illness to your Line Manager and Facilities Manager.
54. Highlight any Health & Safety or maintenance issues and follow up to ensure resolution.

#### **ADDITIONAL RESPONSIBILITIES**

55. Any other reasonable duty as requested by a member of the management team.

| Resources:                                    |
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| HAM folder and Standard Operations Procedures |

| Health & Safety and Environment:  |
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| Adhere to the direction and guidance given in the VSC Staff Handbook.<br>All staff are required to use energy resources efficiently and sparingly.<br>Recycle waste where appropriate and to stop or report any wasteful practices. |

| Previous Experience/Skills:   |
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| <ul style="list-style-type: none"> <li>• High level of customer care skills.</li> <li>• Attention to detail.</li> <li>• Ability to prioritise and serve several rooms at any given time.</li> <li>• Must be a team player.</li> <li>• You must be passionate about delivering outstanding hospitality to our guests and members whilst demonstrating good food and wine knowledge.</li> <li>• The ability to establish rapport and deliver high standards of service with a genuine and approachable manner.</li> <li>• Previous experience in a similar environment.</li> <li>• Have a good knowledge of all aspects of Food and Beverage outlets</li> </ul> |

| Issued by (name/job title): | Signed: | Date: |
|-----------------------------|---------|-------|
|                             |         |       |

| Acknowledged by (name): | Signed: | Date: |
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