



Front of House Catering Supervisor

Department:	Catering
Reports to:	Head Chef Manager
Place of Work:	Elim International Centre
Working hours:	22.5 hrs per week or consider FT
Salary range:	£14,870.70 - £24,748.50* pro rata*
GOR:	no

Front of House Catering Supervisor

Reporting to the Catering Head Chef Manager

This is a supervisory position within the Catering Team at Regents/EIC, which is responsible for all aspects of the front-of-house operations in the dining room. The role demands a high level of visibility to staff on the catering team, other staff within the EIC/Regents operations, and all levels of customers/guests.

Delivery of an outstanding customer experience to every guest at every mealtime with every meal is the core objective of the role. This will be achieved by the development of a skilled and motivated team of Catering General Assistants who understand that great food which looks and tastes fantastic is supported by engaging and enthusiastic staff who serve with a smile on their face and a desire to meet their guests' needs.

Supplementary goals include maintaining food hygiene and health and safety standards, minimising waste, and delivering on our ethical and locally sourced food supply targets, which minimise the impact on our environment.

The role holder will be expected to lead by example. Serving meals on a regular basis is essential, but standing back, viewing the experience we are delivering, and implementing change to improve our operations is also critical.

Key responsibilities within the role include the following:

- Lead front-of-house catering operations and supervise the GA team
- Lead in the training of General Assistant Staff
- Support with the preparation of meals
- Ensure the front of house is properly prepared for each meal including the dining room eating area
- To serve on the front-of-house team
- Excellent customer experience etc
- Ensure allergens information is correctly displayed
- Supervise cash till and payment choices
- Preparation of and communication of menus and displays
- Support the Catering Head Chef Manager administratively
- Issuing of invoices to other departments
- Preparation of overtime wage sheets for payroll
- Assist with stock control
- Deal with customer service telephone calls and e-mails referring to the Catering Head Chef Manager as appropriate.
- Assist with the design of staff rotas

Unsocial working will be required, including early mornings, evenings and weekends at various times, both to lead and set an example to the team and to be aware of issues which arise at different times of the day/week

Terms & Conditions

- Flexible to be either full or part-time. If part time, 22.5 hours per week spread across 7 days as per Catering rota
- Salary - £24,784.50 pa (pro rata if part time)
- Auto enrolment pension.
- BHSF cash back health plan.
- 25 (or 27 depending on length of service) pro rata days holiday per annum plus statutory holidays
- Company Sick pay after qualifying service.

Person Specification

Essential	Desirable
Minimum 3 years' experience in a catering or hospitality environment.	Minimum 2 years' experience in a supervisory capacity in a catering or hospitality environment
100% commitment to customer excellence and able to demonstrate knowledge of how to deliver it	Knowledge of an educational catering establishment
Ability to lead, train and motivate other team members in a front of house catering team	Good administrative skills and experience including invoicing, rotas and ordering
Well organised	
Able to operate under pressure in a customer facing environment	
Excellent verbal communication skills particularly in dealing with customer interactions	
Attention to detail – particularly with regards to presentation, hygiene and health standards	
Pro-active in identifying problems and quickly delivering workable solutions to meet customer need	

CONTACT EITHER:

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