

<b>Job Title:</b>	F&B Supervisor
<b>Base:</b>	Heacham Manor Hotel
<b>Reporting to:</b>	Deputy F&B Manager
<b>Job Purpose:</b>	<p>The postholder will be required to ensure the smooth and efficient running of the Mulberry Restaurant, Bar and Pavilion to ensure that Breakfast, Lunch, Afternoon Tea, and Dinner shifts operate efficiently and profitably whilst maintaining excellent food service standards. The post holder will manage the workflow of the F&amp;B team members by assigning tasks, supporting staff, monitoring results, and reporting to department managers.</p> <p>The postholder will contribute to the efficiency of the F&amp;B department by reviewing and improving processes. The key focus being maintaining excellent customer service and care whilst managing health and safety within the workplace.</p> <p>As a supervisor you will assist both the Deputy F&amp;B Manager and the F&amp;B Operations Manager in ensuring all F&amp;B Team Members are trained against the department procedures and are competent to deliver consistent standards and customer service.</p> <p>You will support the Company's mission and objectives through compliance to Policies and Procedures.</p>
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Ensuring Quality standards are upheld, engaging with customers, and serving food and drinks in line with the 8 steps of service.</li> <li>• Ensure the Mulberry Restaurant &amp; Bar and Pavilion F&amp;B areas are prepared, clean and fully set for service as detailed by the procedure.</li> <li>• Support the F&amp;B Team members by clearing tables as necessary.</li> <li>• Assist with the setup of the function rooms, bar &amp; restaurant for events as required.</li> <li>• Hold up to date knowledge of Menus and any special events within the establishment.</li> <li>• Liaise with Deputy F&amp;B Manager to plan workloads and allocate tasks.</li> <li>• Monitoring employees to ensure they are punctual and adhere to the company's uniform standards.</li> <li>• Coordinating the F&amp;B team members and the operation of the Mulberry Restaurant &amp; Bar and Pavilion during scheduled shifts.</li> <li>• Report any maintenance issues and requirements of new equipment to Manager.</li> <li>• Train and motivate staff, with the guidance of management, against department procedures.</li> <li>• Maintain a clean and tidy work area at all times.</li> <li>• Assist F&amp;B Operations Manager in other areas of the business if required.</li> <li>• Together with the Deputy F&amp;B Manager, monitor and manage stock bar stock to meet business requirements.</li> <li>• To ensure that all start and end of shift procedures, including cleaning are adhered to, to ensure the Mulberry Restaurant &amp; Bar and Pavilion areas are ready for the next service, as detailed in Procedures.</li> <li>• Ensure all cash handling procedures are carried out at the start, during and at end of shift, monies are correct, securely stored, and cash handling record sheets completed.</li> <li>• Comply to all regulations and policies such as Data Protection Act, Health &amp; Safety and Safeguarding, ensure a safe working environment for all staff members.</li> <li>• To complete any in-house training as required and participate in team meetings.</li> <li>• To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the company's mission and objectives through compliance to Policies and Procedures.</li> <li>• To perform any other duties as required.</li> </ul>
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>• Senior F&amp;B Supervisor</li> <li>• Deputy F&amp;B Manager</li> <li>• F&amp;B Operations Manager</li> <li>• Events Manager</li> <li>• F&amp;B Team Members</li> </ul>
<b>Education, Training &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Previous experience within a Food &amp; Beverage setting</li> <li>• Previous experience of leading a team is desirable.</li> <li>• Food Hygiene Certificate Level 2</li> <li>• Teamwork skills and the ability to act as the public face of the business.</li> <li>• Computer literate with proficiency in Microsoft Office.</li> </ul>
<b>Disposition &amp; requirements:</b>	<ul style="list-style-type: none"> <li>• Must be over 18</li> <li>• Flexible Schedule, for Working hours</li> <li>• Excellent Customer Service</li> <li>• Enthusiastic and energetic team player</li> <li>• Strong Work Ethic</li> <li>• Good Timekeeping Skills</li> <li>• Fast thinking</li> <li>• Polite and well-mannered with good communication skills.</li> <li>• Works well in a fast -paced environment.</li> <li>• Ability to lead a team</li> <li>• Organised</li> <li>• Full valid Driving Licence for UK (Desirable)</li> <li>• Maintain a professional standard of work attire. <ul style="list-style-type: none"> <li>• Standard full length black trousers or skirt, management shirt/top</li> <li>• Mid to long length hair must be neatly tied back</li> <li>• Jewellery kept to minimum</li> <li>• Closed toe formal black shoes</li> </ul> </li> <li>• No chipped nail polish.</li> </ul>
<b>Hours of Work:</b>	As detailed in contract to include late nights, weekends, and bank holidays.