



JOB TITLE: **Food and Beverage Supervisor**

RESPONSIBLE TO: **Front of House Manager**

ROLE SUMMARY

To be able to work in a supervisory capacity within Alnwick Castle's food outlets, working with the Front of House Manager, to enhance visitors' experience through outstanding customer service, maximising sales and revenue, with the ability to motivate other team members to do the same. You will have awareness of security and fire safety procedures.

MAIN DUTIES AND RESPONSIBILITIES

Customer Service and Presentation

Working within in the Food and Beverage team, you will ensure excellent customer service. The ability to communicate clearly and articulately with visitors and your colleagues is essential. You are part of the public face of Alnwick Castle and should be welcoming and approachable at all times. You will supervise staff to ensure the same from them. You will have the ability to work in a busy environment while keeping a level head. As a supervisor you will be expected to handle cash, ensure all food and drink areas are ready and operational before opening time and follow all closing down procedures to ensure all outlets are left clean, tidy and fully stocked where possible. You will be able to deal with any customer enquiries and feedback and communicate these back appropriately to the Front of House Manager.

Health and Safety

You will be working with and around food, so it is important to actively maintain a clean and safe working environment at all times. Accidents can be limited by using equipment appropriately and following company procedures, but if an accident should occur, involving a member of staff or a member of the public, staff trained in First Aid are required to attend to any injuries, and an accident form must be filled in. Any training involving kitchen procedures, food hygiene and risk assessments must be attended, as well as any other training relevant to your position. You will be required to complete Food Hygiene Awareness Training, provided by Alnwick Castle. You may also be required to attend Manual Handling training.

Fire Warden and other responsibilities

Alnwick Castle is committed to provide safe and healthy working conditions, equipment and practices for all staff. We are also responsible for the welfare of others, including visitors. You will be trained as a Fire Warden and contribute to fire safety with knowledge of evacuation routes and procedures, taking an appropriate role in the event of an emergency. You will also be trained in First Aid. You will report any issues to the Duty Manager or your Line Manager as appropriate.

General

A knowledge of, and compliance with, general procedures will be required, in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the Castle Staff Handbook, provided during training. In addition, you will be prepared to undertake any other tasks and duties reasonably required by Alnwick Castle or Northumberland Estates. You may have the opportunity to work in other departments at the castle should there be a requirement. You must be flexible, reliable and punctual.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Training, Experience and Qualifications	
<ul style="list-style-type: none"> - Experience of working as part of a team - A good standard of numeracy and literacy 	<ul style="list-style-type: none"> - Experience operating an EPOS till system, or similar equivalent - Cash handling experience - Experience managing other team members - Working in a supervisory capacity
Knowledge, Skills and Abilities	
<ul style="list-style-type: none"> - Ability to demonstrate an understanding of the principles of excellent customer care and visitor service - General awareness of Health and Safety and security issues - Good organisational abilities 	<ul style="list-style-type: none"> - Knowledge of the local area - A good understanding of various dietary requirements
Interpersonal Skills	
<ul style="list-style-type: none"> - Ability to sustain excellent face to face communication skills, for building and maintaining good customer and staff relations - Ability and willingness to work with a diverse range of visitors and colleagues - Ability to work alone or as part of a team - Neat and tidy personal appearance - Reliability and punctuality - Ability to work calmly under pressure - A flexible and adaptable approach to a range of duties and tasks - Able to handle potentially sensitive issues with discretion 	<ul style="list-style-type: none"> - Ability to motivate others - Ability to identify opportunities to up-sell additional products from across the business
Particular Circumstances to Consider	
<ul style="list-style-type: none"> - This post is covered by various shifts working up to 5 over 7 days, including Bank Holidays. You will have the ability and availability to work weekends and holidays. - You will be prepared to be flexible in working hour patterns, or additional shifts. This is mostly a daytime role, but some evening work will be required. - To wear and maintain uniform, as provided by Alnwick Castle, to an immaculate standard 	
Physical /Health Requirements (site specific)	
<ul style="list-style-type: none"> - Work may involve some heavy lifting of objects within published health and safety guidelines on manual handling. - You may also be expected to stand for long periods of time. 	

Rates of pay will be shared at interview.