

**Job Title:**

Food & Beverage Supervisor

**Location:**

Crowne Plaza, 117 Milltown Road, Shaw's Bridge, BT8 7XP

**Responsible to:**

Food & Beverage Manager

**Rate of Pay:**

Dependent on Experience

**Hours of Work:**

40 hours per week

**Profile:**

Ensure the cleanliness and correct preparation of mis-en-place, set up of the restaurant prior to and after service, ensuring the guests are warmly welcomed, orders taken efficiently and served to standard to ensure guest satisfaction

**Main Duties and Responsibilities:**

- Preparation of restaurant/bar
- Guests to be welcomed in a warm, friendly and courteous manner at all times
- Ensure meals and drinks are served efficiently and with minimum delay/ wastage
- Responsible for own station, replenishment of crockery, cruets, cutlery etc.
- Tables reset for next service
- Answering the telephone and taking reservations for restaurant and accommodation
- The opening and service of bottles of wine
- Ensure dishes leaving the kitchen are to appropriate standards of presentation
- Ensure the correct implementation of the customer relations policy
- Wear clean, suitable uniform at all times
- Ensure a high standard of personal hygiene and grooming
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Ensure billing is carried out accurately and signatures for room charges obtained
- Assume responsibility for accepting bookings and to keep the booking diary up to date
- Plates to be scraped, sorted and stacked in wash up
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Participate in any training and personnel exercises designed to improve standards and performance
- Work in accordance with standard procedures within each department
- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management & observe all requirements under the health & safety legislation

**Accountability**

This job involves working in Food & Beverage Areas. Hours of work will include evenings and weekends

**Experience and Qualifications**

**Essential:**

- Experience within a Food and Beverage Supervisory role
- 5 GCSEs at grade C and above to include Maths and English or equivalent qualification
- Proven experience of leading and directing others
- Customer Service experience
- Ability to meet deadlines, and work under pressure with the ability to motivate others within the food & Beverage team
- Good communication and organisational skills

**Desirable:**

- Experience within the hospitality industry

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**IHG Employee Rewards:**

50 % Discount on Food & Beverage

Employee Rates Worldwide

**\* To carry out any reasonable duties as specified by the General Manager, or Company Management**

**\* This above list of duties and responsibilities is neither inclusive nor exhaustive and there may be other duties and responsibilities associated with this job or position**