

Food and Beverage Supervisor

Location: Holiday Inn, 15 Hope Street, Belfast, BT12 5EE

Department: Food and Beverage

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

Reporting to the Food & Beverage Manager and Assistant manager Food and Beverage Manager, will be responsible for supervising all aspects of the Restaurant and Bar in the hotel. You will maintain consistent standards of service, ensuring guest satisfaction whilst creating a working environment that supports the brand standards of Holiday Inn and hotel targets.

You will play a crucial part in the day-to-day running of the Food and Beverage operations – working as part of the Management Team, making sure the F&B department run smoothly. You will assist the Food and Beverage manager to ensure the team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times

About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have good communication skills, the ability to perform well as part of a team and be able to work on your own. You will have strong attention to detail and be able to carry out instructions. You will have the ability to perform manual handling tasks.

Why Work for Us...

Andras Hotels Employee Benefits:

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

Main Duties and Responsibilities...

- As a F&B Supervisor, be the leader on shift during service
- Ensure all areas of responsibility are run effectively in the absence of the Head of Department, in line with standards and that the department is adequately resourced in line with business requirements
- Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives
- Have full awareness of Holiday Inn brand standards and your role as Supervisor in ensuring the F&B team follow through on these standards on a daily basis
- Be present to meet and greet customers, checking requirements and passing on relevant information
- Check and monitor that all beverages and food items are prepared and served according to company standards and within regulations – maintaining customer service at all times
- Have full product knowledge of the facilities offered at the hotel
- Supervise staff on your shifts to ensure a consistently high service delivery and guest satisfaction
- Awareness of guest satisfaction scores and the measures put in place to meet department quality targets and objectives
- Be confident with people, be able to sell, and able to deal with any guest complaints/issues in a timely and efficient manner
- Health and Safety management – comply with company procedures and Safety Risk Audits
- Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation
- Other ad-hoc duties - unexpected moments when we must pull together to get a task done.
- Follow the policies and procedures of the department and the hotel
- To participate in any training and personnel exercises designed to improve standards and performance
- Perform other duties as assigned. May also serve as Manager on duty

Behaviours...

- Teamwork – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable.

Accountability...

- Works in Food and Beverage department.
- Hours of work will include nights, weekends and bank holidays.

Qualifications and Requirements...

Essential:

- Experience within a Food and Beverage role
- Proven experience of supervising and directing others, while demonstrating a hands-on approach
- Customer service experience
- Ability to meet deadlines, and work under pressure with the ability to motivate others within the Food and Beverage Team
- Good communication and organisational skills.

Desirable:

- Experience within the hospitality industry as a supervisor
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

To apply, please submit your CV by email to HRassistant@andrashouse.co.uk