

Food & Beverage Supervisor

Location: Holiday Inn Express University Street

Department: Food & Beverage

Hours of Work: 32 hours per week

Rate of Pay: £9.75 per hour

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. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

Job Overview...

Reporting to the Food & Beverage Team Leader, you will be responsible for supervising all aspects of the food and beverage service. You will maintain consistent standards of service, ensuring guest satisfaction whilst creating a working environment that supports the brand standards of Holiday Inn Express, and hotel targets

You will have strong interpersonal skills and have an interest in coaching and developing our team of Guest Service Agents. You will engage with guests and MAKE EVERY INTERACTION COUNT.

You will play a crucial part in the day-to-day running of the food operations – working as part of the Management Team, making sure the runs smoothly. You will make sure you and your team maintain the highest standards of cleanliness, safety and compliance with hygiene regulations at all times

Why Work for Us...

Andras Hotels Employee Benefits:

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

IHG Employee Benefits:

IHG Brand Training

IHG Staff Rates Worldwide

IHG Family and Friends Rate

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

Main Duties and Responsibilities

- As Food and Beverage Supervisor, be the leader on shift during service
- Ensure all food and beverage 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 Express brand standards and your role as Supervisor in ensuring the Food and Beverage 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

Accountability

This job involves working in food and beverages areas. Hours of work will include evenings and weekends

Qualifications and requirements

Essential:

- Experience within a Food and Beverage role
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification
- Proven experience of leading 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

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