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**Supervisor –**

**The View at Seaford Head**

**JOB DESCRIPTION**

Responsible to: General Manager

**Job purpose:**

To oversee and manage the day-to-day operations and staff of the bar, function and meeting areas and outdoor seating areas.

**Duties**

1. The main duties will be ensuring that the bar, function and meeting areas are being staffed effectively and running smoothly, this includes assigning roles and delegating tasks to staff.
2. You are expected to liaise with kitchen, event and Golf Pro Shop staff, as required, to ensure that all bookings and customer expectations are met.
3. You will act as a first point of contact when dealing with customers and in the absence of more senior staff, will be acting as duty manager. This includes being duty manager for some events and functions.
4. You will be responsible for ensuring that any issues arising during your shift, whether they be customer complaints or problems with staff must be relayed to a manager as soon as possible. Where relevant, you may be asked to assist with any follow up processes as a result of complaints or performance/conduct issues occurring.
5. You will play a key role is creating a positive working environment across the teams onsite, ensuring feedback and coaching are taking place across all staff members including casual workers, and raising any issues within the team with the General Manager before they escalate.
6. As first contact you are responsible for promoting sales of food and beverage and for the promotion of functions and events. You will also play a key part in ensuring customer feedback is encouraged and recorded.
7. It is important that you assist in upholding the standards of service at the venue and train staff as required.
8. You will be responsible for ensuring that the bar and cellar areas are stocked and supervising the activities of casual waiting and bar staff on duty.
9. You will be a key holder for The View, you will be responsible for opening and closing the venue and ensuring the alarm is set and the site is secure.
10. You will be responsible for maintaining a high standard of cleanliness and ensure that all aspects of health & safety and hygiene requirements are being met and adhered to. Training will be provided where required.
11. You will be requested to undertake a first aid training course and become a qualified first aider. While there is no legal requirement to provide first aid to members of the public using the facilities, the situation may arise where you are
12. It is expected that you show flexibility in your shift patterns across 7 days of the week to meet the needs of the business.
13. You will be a valued member of our team and any input you may have on how we can improve our service will always be welcomed.
14. Above all, you will be responsible for ensuring that all customers receive an outstanding level of customer service.
15. Any other duties as requested by your manager that are appropriate to the grade and scope of your role.

Reviewed: April 2021