

Supervisor – The View at Seaford Head

JOB DESCRIPTION

Responsible to: Restaurant & Bar Manager

Job purpose:

To oversee and manage the day-to-day operations of the bar, function and conference areas.

Duties

1. The main duties will be ensuring that the bar, function and conference 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 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 any complaints. 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. You may be required to write and sign a short statement as a result of any issues.
4. It is important that you assist in upholding the standards of service at the venue and train staff as required.
5. 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.
6. You will be a key holder for The View's security alarm system, which may require you being called out if the system is activated.
7. 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.
8. It is expected that you show a degree of flexibility in your shift patterns to meet the needs of the business.
9. You are a valued member of our team and any input you may have on how we can improve our service will always be welcomed.
10. Above all, you will be responsible for ensuring that all customers, whether members or visitors, receive an outstanding level of customer service.