

JERSEY HERITAGE JOB DESCRIPTION

Job Title:	Catering Team Supervisor
Department:	Commercial Operations
Reports to:	Group Café Manager
Reports in:	Catering Team Members
Hours:	Full time 37.5 hours Fixed Term Contact 1st March to 31st October
Based at:	Mont Orgueil

Purpose of Role:

To lead the small front of house team in providing a friendly and professional service to visitors of the Tea Room and Museum.

Working hours:

- Working hours are between 9.30am and 5.00pm. Specific shift times vary depending on team size, location and time of year.
- Occasional evening work to cover events

Main Responsibilities and Key Result Areas:

1. To ensure that the team provide a friendly and professional customer service to visitors and customers.
2. In conjunction with the Group Café Manager, proactively look at ways to improve service standards, sales and cost control.
3. To ensure that the café is clean, presentable and welcoming at all times.
4. In conjunction with Group Café Manager, ensure that the preparation and service of food is in line with our Food Safety program and to the required presentation standards.
5. To assist in the training and coaching of new team members
6. Preparation of hot and cold drinks.
7. Taking orders and processing them through the till
8. Placing orders for food, drinks and packaging with suppliers as required, ensuring the correct stock levels are maintained and rotated.

9. Ensure fridges and display areas are stocked up, following the stock rotation policy.
10. Clearing, cleaning and setting up customer tables.
11. In conjunction with the Group Café Manager, ensure the food safety program is followed and completed on a daily basis, highlighting any issues
12. Ensure that the cashing up process is completed daily and all team members are aware of the processes.
13. To ensure that all front of house areas cleaning schedules are completed in a timely manner and to a high standard.
14. To assist the Group Café Manager in ensuring that the on site team, comply with all health and safety policy's and legislative requirements.

Knowledge, Skills and Experience required:

The job requires:

1. **Applicants must be able to work at weekends**
2. **Applicants must have access to email**
3. **Applicants must be reliable**

Person specification	Essential	Desirable
Knowledge & Experience		
Previous hospitality experience, ideally in a front of house role	✓	
Experience of working and dealing with people in a customer related environment	✓	
High standards and attention to detail	✓	
Skills		
Excellent communication skills	✓	
Excellent interpersonal skills	✓	
Good customer care skills	✓	
Attributes		
Ability to work on own initiative	✓	
Ability to manage own time	✓	
Enthusiastic with positive/can do attitude	✓	
Flexible in approach to work	✓	
Reliable	✓	
Other		
Jersey resident for at least five years	✓	
Should be physically fit	✓	
Interested in the work of Jersey Heritage		✓