

Job description	
Job Title	Food and Beverage Service Supervisor
Main purpose of the role	To maintain our excellent reputation for service, atmosphere and food by overseeing the Service team, looking after our guests and working closely with the Kitchen team.
About Us	<p>We believe good restaurants get three things absolutely right: food, welcoming service and ambience.</p> <p>In the kitchen you'll find a dedicated team of skillful chefs to deliver seasonal menus brimming with sumptuous flavours. The menus offer exciting English food with French and Italian influences using the best sustainably sourced seasonal ingredients from like minded suppliers. Honest food with often a twist on the classical.</p> <p>Light diners, hearty eaters and foodies sit comfortably side by side, welcomed by the Service Team who ensure the experience is buoyed with attentive but unfussy service from the moment you arrive to the time you depart.</p> <p>All this takes place within the atmosphere of this beautiful 15th century building. The Plough has an intimate yet relaxed atmosphere – whether you're dining beside the log fire in winter, or enjoying lunch in the garden while basking in the summer sunshine.</p>
Location and pay scale	<p>The Plough at Bolnhurst</p> <p>Salary range £21,000-£23,000</p>
Reports to	Owners
Direct Reports	The Service Team – made up of both full and part-time colleagues who each bring something unique and diverse to our team

<p>Key Responsibilities and Deliverables</p>	<p>Lead the Service Team by taking on such responsibilities as:</p> <ul style="list-style-type: none"> • training and coaching members of the Service Team • updating, implementing and monitoring standard operating procedures • managing staff performance in accordance with established standards and procedures • organising and monitoring staffing levels • instilling a best practice approach to meeting health, safety and hygiene standards in the restaurant • ensuring compliance with restaurant security procedures • ensuring alcohol regulations are adhered to by staff <p>Interaction with guests</p> <ul style="list-style-type: none"> • Together with Service Team colleagues, welcoming guests on arrival and overseeing their departure • Advising guests on food and beverage choices • Interacting with guests to ensure all enquiries and complaints are handled promptly
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Contributing ideas and improvements to ensure that The Plough continues to be at the forefront of the local hospitality industry; • Working to maintain positive customer reviews and entries in relevant guides • Keeping current with trends in the restaurant industry.
<p>Working Relationships</p>	<p>This role will work closely with the whole team at The Plough and will have significant interaction with our guests</p>
<p>Major Challenges</p>	<p>This is a busy role which will be important in maintaining our service and reputation with our guests in order to encourage regulars to return and our new visitors to become regulars</p>
<p>Date of Preparation</p>	<p>January 2020</p>

Person Specification

Criteria	Essential	Desirable
Education and Qualifications	A minimum level of GCSE or equivalent Maths and English to Grades C or above	
Experience, Knowledge and Skills	<p>Previous Front of House experience and an understanding of how a kitchen runs</p> <p>Previous demonstrable leadership and people management experience</p>	
Personality, Character Traits and Disposition	<p>Personable, welcoming and approachable to both colleagues and guests</p> <p>An organised approach to work with the ability to stay on top of small details without losing sight of the bigger picture of looking after guests</p> <p>A positive influence on colleagues</p> <p>The confidence and experience to manage autonomously</p> <p>A positive can-do attitude with infectious levels of energy and enthusiasm</p> <p>A love of good food, wine and drinks</p> <p>A passion for customer service</p>	

	<p>Fantastic communication, team leadership and mentoring skills An uncompromising attention to detail</p> <p>A dedication to service and putting the guest first</p> <p>A focused interest in people, staff and their development with proven experience of delivering training to the Service Team</p> <p>Working knowledge of all relevant licensing laws, health and safety and other statutory regulations</p>	
Miscellaneous	<p>Due to our rural location, you must hold a full UK driving licence and have access to your own vehicle</p> <p>References will be taken up</p> <p>Proof of the right to work in the UK will be required</p>	