Job Description – Shift Supervisor

Overview

Role: Shift Supervisor

Salary: £9.00PH

Hours - Full Time 4 days out of 7

Shift Pattern – Sunday to Saturday Rota Basis

Experience (NOT ESSENTIAL – Full training is provided)

Ideally the candidate will have 3 months or more experience within the pub/restaurant industry, have excellent customer service, time management and organisation skills and can adapt to a different situation with ease. Shift Supervisors will be expected to cash up and secure the pub premises (You will be required to do this as an individual as well as a team dependent on the financial needs of the business)

Qualifications

L2 Food Safety – ideal but not essential

Full training is provided where deemed necessary

Summary

This shift supervisor will work alongside the Front of House Manager to ensure the day to day running of the front of house is smooth. They will be expected to take charge of the front of house in the absence of the Front of House Manager. Shift supervisors will be expected to ensure guest satisfaction, hygiene and cleanliness is priority to all staff. Shift Supervisors will be expected to cash up and secure the pub premises this is done as an individual or part of a team dependent on financial budgets.

Specific Supervisory Duties

1. Ensure the overall cleanliness & hygiene of the business and staff are of the highest’s standards
2. Ensure all staff are adhering to company policies and procedures
3. Have input into performance reviews and professional development
4. Ensures a safe working and customer experience environment by facilitating safe work behaviours of the team.
5. Ensure pub is locked securely on an evening, alarms are set, and the pub is fully secure. (You will be required to do this as an individual as well as a team dependent on the financial needs of the business)

General Duties

1. Prepare a variety of drink & food items
2. Interacting with customers (including serving food and drink) and ensuring that high standards of customer service are maintained.
3. Ensure all marketing is distributed accordingly
4. Monitor profitability and performance to ensure sales targets are met or exceeded
5. Ensure all mandatory training is up to date
6. Promote the pub always in a positive manner
7. Adhere and adapt to all current, amended a new policies and procedures with ease
8. Maintain fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
9. Ensure food and drink quality is prepared to maintain 100% customer satisfaction.
10. Ensure you work together as a team to provide the products and service your superiors and company policies expect
11. Carry out all general and deep cleaning duties throughout the whole pub to ensure the highest standards are being met
12. Prepare and take money transactions

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Employees will follow any other instructions, and perform any other related duties, as assigned by their line manager.