



## **Front of House Supervisor - Job Description**

**Job Title:** Front of House Supervisor

**Reporting to:** Deputy Catering manager

**Overall Objectives:** To take responsibility for the catering operation in line with Company policies, Client requirements and financial constraints. To provide leadership and guidance to all team members to ensure a positive customer experience, under the guidance of the Catering Manager

### **Specific Responsibilities:**

- To make a continuous assessment of the performance of all staff under your supervision in order to establish training needs and development potential
- To ensure that training is carried out in the location to meet identified needs and requirements of the Company training policy.
- To ensure that all staff are aware of their duties and the standards required
- To assist in ensuring that all kitchen staff are aware of their Health and Safety responsibility and receive the appropriate training
- To attend training sessions and catering meetings when required
- To take responsibility for the smooth and efficient running of the section/s as appropriate
- To motivate and lead by example ensuring you and your team have fun at work and are proud of your efforts

### **Client Service:**

- To ensure that customers are given a prompt and efficient service and expectations are consistently exceeded.
- To regularly monitor customer feedback and produce a suitable action plan based on the results.
- Ensure that your restaurant has a fun feeling which customers enjoy and can relax away from the workplace.
- To be customer focused at all times, by being visible during service periods, approachable, and exceeding expectations in delivering customer needs.

- To ensure all food is presented and served in line with company standards, using innovation in the method and style of presentation and food service.
- To ensure that you deliver what you promise to the customer, client and team.
- To ensure that all agreed service objectives are met in line with client expectations.

### **People Management**

- To assess employee performance, recognise potential and meet training needs as appropriate.
- To ensure training is carried out in line with the company training policy to meet the needs and requirements of the individual and Holroyd Howe.
- To ensure that all employees are knowledgeable and motivated in their roles and the business through effective induction, accurate job descriptions and on the job training.
- To carry out and assist the Catering Manager in disciplinary procedures following company guidelines and standards.
- To support the Catering Manager in the development of the team by empowering them, supporting them, encouraging them and maintaining an “open door” policy.
- To motivate and lead by example, ensuring you and your team have fun at work and are proud of your efforts.
- To monitor the development and progress of key staff at location in order to make recommendations and appointments for succession planning.
- To treat your team at location as you would expect to be treated.
- To comply with Keeping Children Safe in Education Parts 1 & 3
- To ensure all employees are trained in safeguarding and safer recruitment policies and practices

### **Financial Management**

- To assist the Catering Manager in ensuring that all bookwork is completed in a timely, accurate and efficient fashion and in line with Holroyd Howe procedures.
- To ensure that the location adhere to company banking and cash security procedures in line with the company policy
- To ensure that all standards of food preparation and service are established and achieved in line with location budget.
- To consistently look at ways of maximising income through effective purchasing from nominated suppliers and creative merchandising.
- To monitor and order all necessary dry goods and equipment.
- To complete an equipment stock take on a termly basis

### **Health & Safety, Food Safety, the Environment:**

- To ensure that the location meets statutory and company requirements in Health and Safety, Food Safety and environmental legislation and procedures.
- To ensure all equipment is well maintained and is in good working order.
- To make recommendations for renewal and replacement of equipment when required.
- To ensure that all company procedures and work instructions are fully understood and practised by all employees.
- To attend all health and safety training courses as required.

### **Additional Responsibilities**

- To efficiently manage the location in the Manager's absence
- To take responsibility for contributing towards your own development with the guidance of the Catering Manager, attending training courses as identified.
- To show commitment to company values in all aspects of your role.
- To act as a positive ambassador for the business.
- To attend to any reasonable request made by the client or Holroyd Howe Management.

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I have received and read my Job Description and understand that it acts as a guide only to my duties and responsibilities and is not exhaustive; I agree to undertake any other duties deemed reasonable by the management.

**EMPLOYEE NAME : - (please print)**

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**EMPLOYEE SIGNATURE: -**

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**ISSUED BY: -**

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**DATE: -**

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Issue a copy of the Job Description to the employee and file a signed copy in employees Personnel and Training File.

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