



RIPLEY CASTLE

JOB DESCRIPTION

FOOD & BEVERAGE SUPERVISOR

Job Title:	Food & Beverage Supervisor
Location:	The Boar's Head The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Reporting to:	Restaurant Manager
Responsible for:	Food & Beverage Assistants
Main purpose of the Job:	To provide the highest level of service to all guests of the Ripley Castle Estate.
Key responsibilities and duties:	<ul style="list-style-type: none">• To lead shifts & supervise staff, as and when required.• Review stocks and process orders.• Deal with any negative issues with guests that arise in a professional and courteous manner.• Help train and motivate all food & beverage staff on product and the SOP and directive from your line manager – this may include long term goals and short term aims.• Be responsible for smooth running of your shift/function, ensuring each guests expectation's are met.• Be responsible for all orders being taken correctly and ensure they are appropriately billed.• Ensure each shift is appropriately prepared before service begins.• Ensuring the restaurant and bar are prepared and fully stocked.• Ensure customers are accurately billed and all monies and credit card transaction balance at the end of the shift, by following the Estate's accounting procedures. Maintaining floats.• Offer new ideas for improvements.• To abide by the Food and Beverage Regulations, Fire and Health and Safety at Work Acts.• Any other duties that may be required in order to effectively perform your job.• To flag up any improper behaviour/potential issues/problems/areas for improvement and suggest any appropriate resolutions or improvements.
Essential Requirements	<ul style="list-style-type: none">• Customer focused.• Experience in supervising staff/events.• Effective team leadership/motivation skills.• Able to communicate confidently at all levels.• Neat and tidy appearance.• Able to work on own initiative.• Good timekeeper• A proven record in problem solving.• Excellent customer service skills• Bar/Cellar Management experience• Fluent spoken/written English.

	<ul style="list-style-type: none"> • Good numeracy and literacy skills. • Excellent accuracy and eye for detail.
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Desirable Requirements	<ul style="list-style-type: none"> • Current First Aid Certificate. • Personal Licence to sell alcohol.
Working Conditions and Benefits	<ul style="list-style-type: none"> • Immediate start. • Hours – 40 hours per week approx Days/Evenings/Weekends. • Staff Discounts in Gift Shop, Tea Rooms and Bistro. • Pension scheme. • Holidays – Statutory 28 days (inclusive of Bank Holiday allowance)
Other duties:	<ul style="list-style-type: none"> • From time to time you may be asked to undertake other duties on the Ripley Castle Estate and training will be given if this is deemed necessary. • There will be required times when you will work in other F&B outlets across the estate. Training will be required if deemed necessary. • All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas. • Over time your key duties may change, and your co-operation will be expected where such changes are reasonable

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April 2019