



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 & Bars Manager
Responsible for:	Food & Beverage Assistants
Main purpose of the Job:	To ensure the department is set up for service and ready to provide the highest level of service to all our guests.
Key responsibilities and duties:	<ul style="list-style-type: none">• To lead shifts & supervise the team in the absence of a Manager• Review stock levels and process orders, ensuring nothing goes off sale• Deal with any opportunities that arise in a professional and courteous manner.• Assist with training and empowering all Food & Beverage Assistants• Be responsible for smooth running of the shift/function, ensuring high levels of customer service• Ensure each shift is appropriately prepared before service begins.• Ensuring the restaurant maintains high standards cleanliness• Ensure customers are accurately billed and all monies and credit card transaction balance at the end of the shift by following the company accounting procedures.• Offer new ideas for improvements and work closely with the Restaurant and Bars Manager• To ensure all food & health and safety procedures are maintained• Any other duties that may be required in order to effectively perform your role• To support the Manager in maintaining high standards of employee behaviour, customer service and correct reporting procedures

<p>Essential Requirements</p>	<ul style="list-style-type: none"> • Experience in hospitality supervision • Ability to work professionally under pressure • Effective team leadership/motivation skills • Able to communicate confidently at all levels • High standards of personal appearance • Able to work on own initiative. • Good timekeeper • A proven record in problem solving. • Excellent customer service skills • Bar/Cellar Management experience • Good command of the English language • Good numeracy and literacy skills. • Excellent accuracy and eye for detail.
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<p>Desirable Requirements</p>	<ul style="list-style-type: none"> • Current First Aid Certificate. • Personal Licence holder
<p>Working Conditions and Benefits</p>	<ul style="list-style-type: none"> • Immediate start. • Hours –45 hours per week • Days/Evenings/Weekends • Staff Discounts in Gift Shop, Tea Rooms and Boar’s Head • Pension scheme • Holidays – 5.6 weeks holiday (inclusive of Bank Holiday allowance)
<p>Other duties:</p>	<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. • Food & Beverage Supervisors may rotate between Food & Beverage departments depending on the needs of the business • 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

Food & Beverage Supervisor
August 2019