

## JOB DESCRIPTION

### General Information

<b>Job Title</b>	Restaurant Supervisor	<b>Reporting To</b>	Operations Manager
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### General Purpose

Situated by the embankment in Peterborough, the Key Theatre is a beautiful venue for any number of events including theatre, live music, comedy shows and film. The Theatre provides guests with pre theatre dining & drinks at our Riverside Restaurant which provides up to 80 covers on show days.

Role will include;

- To profitably manage the Restaurant at the Key Theatre
- To support the duty manager and Restaurant Manager / Head Chef in coaching, training of Restaurant assistants
- To provide a professional, friendly and efficient service to customers, understanding their needs and requirements
- To ensure the customer receives a prompt service within comfortable surroundings
- Provide quality beverages and meals in a prompt, efficient and professional manner
- Ensure products, equipment and furniture are cleaned, maintained and fit for purpose reporting breakages promptly
- Undertake cleaning duties within the restaurant
- Deputising in the absence of the Duty Manager as and when required

### Responsible for any Financials or Direct Reports

- The post holder has direct line manager responsibility for:
- Restaurant Assistants

### Key Deliverables

- To ensure that the restaurant is adequately staffed at all times to provide a quality service
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working. Engaging with customers in a cheerful and helpful manner
- To deliver high quality customer service in line with best practice. Ensure compliance to relevant policies and procedures
- To take responsibility for product area, ensure this and product is maintained in line with company best practice and Health & Safety legislation
- To provide assistance to customers should an incident occur, seeking guidance in line with company policies
- To respond to customer enquiries and complaints to achieve a successful outcome
- To actively follow company policies – Food Hygiene, Equal Opportunities; Fire, Health & Safety
- To undertake staff meetings and training as required

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- To maintain a good level of personal presentation
- To display the restaurant, and bar to enhance the experience and maximise sales
- To maintain accurate records as directed, to include financials and customer statistics for performance and budgetary control. Operate the till, cashing up at the end of the day and maintain records of takings
- Reporting equipment and maintenance issues to Duty Manager
- To maintain housekeeping standards pre-open, during service and to deliver high standards after close ready for the next business day
- On a daily basis:
  - Ensure the Restaurant is clean and tidy at all times, with furniture, tables dressed, window sills and shelving dusted regularly and spillages immediately wiped away
  - Start and end of day routines to be adhered to, with particular attention paid to coffee machine, daily cleaning jobs and H & S compliance paperwork
- On a weekly basis:
  - Can include supporting the Head Chef / Restaurant Manager in completing deep cleaning works
- Please note that the supervisor may be expected to support the kitchen team in preparing food and undertaking roles in the kitchen as and when required to minimise any disruption in the business

### Requirements - Experience

- Up to 1 year experience of working within a catering environment
- Working within a customer facing environment
- Working knowledge of till systems
- Experience in managing a small team of staff

### Requirements – Qualifications

- 5 GCSE grade C or above (or equivalent) in English and Maths
- Food safety catering level 2 or above

### Requirements – Personal Characteristics

- Good communication skills – to liaise with customers and colleagues at all levels
- Good interpersonal and customer facing skills – remaining professional, patient, friendly, polite at times of pressure
- Ability to work as part of a team and with minimal supervision, whilst knowing when to seek advice from manager – flexible, multi-tasking
- Confidentiality and discretion, with an awareness of Data Protection Act

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### Other Points

- Flexibility clause
- Ability to work a flexible pattern of hours as required by the service. To include evenings, weekends and Bank Holidays on a shift rota basis
- Can require late night working and locking up/key holder duties
- This post is a minimum 10 hours per week, contracts available 10 – 15 hours a week, with typical start times of between 4pm / 5pm with a finish time of 9pm
- The Restaurant supervisor will be expected to complete training within the theatre operations and will be expected to be flexible and support the Theatre Management as and when required, in particular during holidays or periods of closures of the restaurant
- To undertake any other roles or complete any reasonable instructions as directed by Restaurant Manager and Duty Manager respectively