

Job Description

Job title:	Trainee Front of House Supervisor
Department:	Catering
Purpose of the role:	Front of House, serving customers, taking payments for food, checking food stocks.
Reporting to:	FOH Supervisor/Deputy FOH Manager/ Catering FOH Manager
Reporting to the post holder:	Will supervise casual staff but has no line-management responsibilities
Financial responsibility:	Will be responsible for taking cash payments and cashing up till (max £100)
Salary and Salary Band:	£16,478 pa FTE (Internal College Band 8)
Hours:	37.5 per week (full time)
Working environment:	Within Catering Department, including dining and service areas

Main duties

- Report punctually for duty with clean, tidy appearance, and dressed in accordance with College standards.
- Check opening food stocks are correct and ensure all menu accompaniments are available.
- Serve all food and drink in a polite, efficient and courteous manner and on time, according to the given briefing.
- Facilitate and run small dinners (under 30) managing customer expectations and managing the team on duty using the standards set out in the SOP manual.
- Make sure the area of work is kept clean and tidy at all times.
- Advise customers on the products on sale when necessary.
- Undertake the running of Cafeteria Shifts when required, from open to close of shift.
- Assist with correct completion of stock sheets with regard to linen and CCG Counts.
- Assist with cashing up procedures, as required, in an accurate and timely manner.
- Attend and complete appropriate training courses
- Attend briefings and training sessions as required

Responsibilities:

- Manage and organise the team on duty.
- Interact effectively, courteously and efficiently with all customers at all times.
- Ensure all complaints are reported to the Manager on duty, and are dealt with correctly.
- Ensure all health, safety and hygiene rules and procedures are followed at all times, checking to ensure all temperature forms and daily cleaning forms are completed.
- Able to advise customers on any matters regarding allergen and dietary needs.
- Operate electronic till and handle cash, when required, in a responsible manner.
- Manage a working relationship with the Kitchen Team to ensure the sharing of information.

Person Specification

	Essential	Desirable
Qualifications	Good general education	COSHH, Safe Working Practice HCCP
Skills, knowledge, experience	<ul style="list-style-type: none"> • Some experience in food handling and serving food. • Experience of and Ability to supervise small teams 	
Personal attributes	<ul style="list-style-type: none"> • Ability to oversee and supervise a small team, directing them when necessary and ensuring all processes are adhered to. • Good working English, to interact with team and with customers. • Must be well-presented, polite and friendly and able to deal with a wide variety of people. • Punctuality, sense of responsibility, detail-conscious 	Previous customer service experience or qualifications is desirable.

Salary and Conditions

The position is a permanent post subject to a six month probationary period.

The hours are 10 - 37.5 per week, to be agreed at interview. The jobholder may be expected to work overtime when required (overtime is not paid, but time owed may be taken during quieter periods).

Benefits include a pension scheme, 25 days holiday plus bank holidays, pro rata in the first year and for part-time appointments. On-site parking & subsidised gym membership. Lunch is provided when the kitchens are open.

Please note all candidates must have the right to work in the UK.