

**JOB DESCRIPTION   
Guest Services Supervisor**

|  |  |  |  |
| --- | --- | --- | --- |
| Function | | Defence & Government Services | |
| Position | | Guest Services Supervisor | |
| Job holder | |  | |
| Date (in job since) | |  | |
| Immediate manager  (N+1 job title and name) | | Service Delivery Manager | |
| Additional reporting line to | | Assurance and Governance Manager | |
| Position location | | Hestia South | |
|  | | |
| 1. Purpose of the job | | | |
| * To supervise and provide effective delivery of all guest services and primarily, catering, retail and cleaning to the client, customer and guest organisation * To supervise and ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed   Embracing the principles of Collaborative Business Relationships ( ISO 44001), in line with Sodexo’s vision and values   * Develop own skills to deliver guest services | | | |
|  | | |
| 2. Dimensions | | | |
| **Characteristics** | Key Performance Indicators (KPIs)   * As defined by contract requirements for all services * Develop good team, client, customer/guest relationships * Maintain professional work standards at all times, working within the requirements of company health and safety procedures * A flexible and responsive approach to allocated tasks | | |

|  |
| --- |
| 3. Organisation chart |
| Service Manager |

|  |
| --- |
| **4. Context and main issues** |
| * Maybe required to work unsociable hours on a roster pattern in line with business requirements * Flexible towards work schedules, allocations of tasks and location of work within client sites * Ability to work in all aspects of guest services, in all site locations |

|  |
| --- |
| 5. Main assignments |
| * **Finance**   + Manage all available resources including equipment, materials, time and supplies as trained * **Hygiene, Health and Safety**   + Comply with all company and client policies, site rules and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the work place and correct utilisation of required personal protective equipment   + Ensure that all equipment is in a safe working order, report any/all faults to management and ensure defective equipment is not used, placed out of use immediately and correctly   + Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and immediately make safe, report to management * **Personnel and training**   + Comply with all relevant Sodexo, customer and client policies and procedures   + Attend briefs, huddles and meetings as invited   + Attend performance development reviews with line management to agree and take ownership of your own training and development needs   + Attend and complete company training as required   + Take a proactive and positive approach to the use of new systems and technologies * **General responsibilities**   + Maintain and supervise all areas of responsibility to the set standard of service within the timeframe given, complying at all times with specified standards.   + Duties may include but are not limited to;   + Provide catering guest services in all areas as allocated to include food delivery, receipt, storage, preparation, cooking, presentation, and disposal   + Complete all related checks, reports and documentation to ensure that all company and legislative requirements are met   + Provide cleaning guest services in all areas as allocated to include the use of cleaning equipment, materials and supplies. To complete cleaning tasks correctly and as scheduled   + Provide retail guest services in all areas as allocated to include customer service, cash handling and merchandising   + Provide guest services for any reasonable ad-hoc requests as directed by management, for example administration, escorting visitors and guests, mail and supplies collection/distribution      * Develop and manage a good team, client and customer/guest relationships * Comply with all Sodexo company policies/procedures, client site rules and regulations |

|  |
| --- |
| 6. Accountabilities |
| * Maintain professional work standards at all times, working within the requirements of company health and safety procedures * Deliver and supervise all guest services activities to the standards required, accurate, correct and timely completion of tasks * Role model safe behaviour and report all unsafe behaviour, near misses and accidents/incidents to management immediately * Role model good and polite customer/guest service behaviour at all times |

|  |
| --- |
| 7. Person specification |
| * Clear and polite communication, interpersonal skills, front facing team member * Able to work efficiently on own initiative and as part of a team * Able to follow policies, procedures, training and instruction * Adaptive and responsive to changing business needs * Well organised and flexible * Resilient, respond well to change |

|  |
| --- |
| 8. Competencies |
| * Problem solving * Supervisor experience * Work on own initiative * Resilient * Customer/guest focused |