

Job Description:
Food Service Supervisor

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| Function: | Operational |
| Position:  | Food Service Supervisor |
| Job holder: | TBC |
| Date: | TBC |
| Immediate manager  | Oliver Smith |
| Additional reporting line to: | Michael Silk |
| Position location: | Colchester - Montgomery |
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| 1. Purpose of the Job  |
| Working within the largest integrated catering, retail and leisure facility on Merville Barracks, home to the British Army’s rapid response brigade and delivering the largest food offer across the entire Defence contract, your main role is to deliver an outstanding service to every customer every time. Being a leader and an active part of a large team of Chefs, Kitchen Porters, Coffee Shop Retail Assistants and Retail Assistants you will play a crucial role in achieving Sodexo’s mission statement of being a world leader in quality of life services. Your role is primarily to lead and inspire a team of service assistants to make sure that they exceed in their roles. You will also be required to operate an EPOS till, serve behind a hotplate, prepare and cook simple food items and complete various admin and managerial tasks such as training, disciplinary investigations and day to day supervision of service. As a Supervisor, you will be an ambassador and role model of service excellence for your team and those around you.  |

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| 2. Dimensions |
| Revenue FY14/15: | £873k | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | *
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Draft. Version: 27-03-2014

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| 3. Organisation chart  |
| Centre Manager↓Team Leader↓Supervisor↓Food Service Assistant |

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| 4. Context and main issues  |
| * Maintain levels of quality, cleanliness, food safety and hygiene in line with company SEMS, Safeguard and local authority regulations i.e. EHO, HSE.
* Embrace and grow a ‘zero accidents culture’ within your team by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to the helpdesk in line with company procedure.
* Apply attention to detail to the way in which food and drinks are presented ensuring the customer receives a quality product every time in line with the SSS.
* Be passionate about food, beverage and customer service, seeking to ensure that the highest standards are met at all times.
* Ensure the correct storage and disposal of foods in line with company policies and procedures.
* Knowledge of health & safety and food safety
* Manage compliancy of Food Safety and the Health and Safety at Work Act.
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| 5. Main assignments  |
| * Maximise company profits through rigorous analysis and control of both wastage and portioning as well as sales data.
* Ensure sufficient levels of staff are scheduled to work in line with business needs taking into account staff requests.
* Actively manage and encourage your assistants ensuring that company expectations are adhered to at all times.
* Ensure all company documents are completed with integrity and that due diligence is practised at all times.
* Undertake any other reasonable task as directed by the Centre Manager.
* Continue to develop one’s own skills and knowledge within the position.
* Attend weekly team huddles to maintain levels of communication across the team.
* Carry out training as required ensuring that your team have the skills needed to excel.
* Ensure compliancy with DMS documentation
* Complete minor food preparation tasks as necessary to assist with food service.
* Be in attendance at core meal times ensuring that all customers receive the best possible service as well as providing an initial point of contact should there be any questions or complaints.
* Ensure all staff adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
* Manage staff compliance of company cash handling and cash management policies and procedures and investigate any discrepancies or failures.
* Able to work on own initiative within a team environment.
* Work with and support all units/departments within the centre to ensure all aspects of the contract are delivered at all times.
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| 6. Accountabilities  |
| * Communicate effectively with the line manager, team and Client.
* Meet all Health and Safety, Food Safety and COSHH regulations pertinent to your position.
* Employee engagement and IIP
* To be a Brand Ambassador for Sodexo
* Increase company profit through suggestive selling and menu knowledge
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| 7. Person Specification  |
| Essential* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Knowledge of health & safety and food safety
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards

Desirable* IOSH and CIEH qualifications or equivalent
* Proven track record of employment within the catering/hospitality industry
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| 8. Competencies  |
| * Innovation & Change
* Brand Notoriety
* Growth, Client and Customer Satisfaction, Quality of Services Provided
* Leadership and People Management
* Rigorous Management of Results
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| 9. Management Approval  |
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| Version | 1 | Date | 21/10/15 |
| Document Owner | Michael Silk |

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