

Job Description:   
Lounge Supervisor

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| Function: | | | | Catering Supervisor | | | | | | | | |
| Job: | | | | Lounge Supervisor Nichole | | | | | | | | |
| Position: | | | | Supervisor | | | | | | | | |
| Job holder: | | | | Nichole Lee | | | | | | | | |
| Date | | | | 01/02/18 | | | | | | | | |
| Immediate manager | | | | Susan Redston Lounge Manager | | | | | | | | |
| Additional reporting line to: | | | | Leanne Findley | | | | | | | | |
| Position location: | | | | Account Manger | | | | | | | | |
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| 1. Purpose of the Job | | | | | | | | | | | | |
| * To plan, supervise, deliver and present the food and beverages as per Virgin Holiday Lounge food specification. * Supervise, guide and coach the assigned staff to ensure an efficient operation of the Virgin lounge. * Interact with customers by explaining the food and beverages on offer. Gauge needs and make recommendations to meet the exact needs of Virgin customers.   Manage a team of service, cleaning and kitchen staff as well as the other resources (i.e. employee working hours, staff training, stores management) in close collaboration with the Virgin lounge team to deliver a superior product and services that delight all customers, and to ensure a smooth lounge operation. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | 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 | | * Add point | | | | | | | | | | |

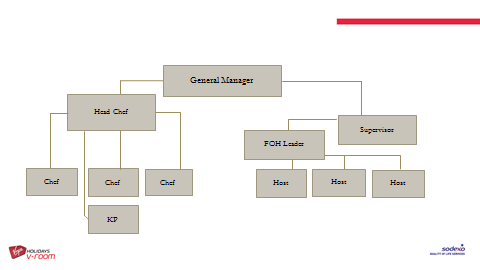
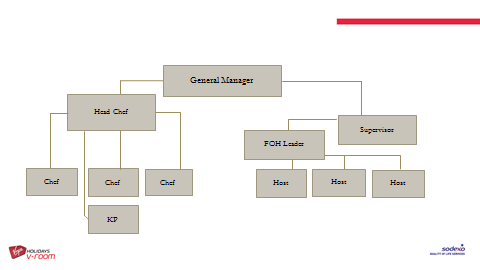
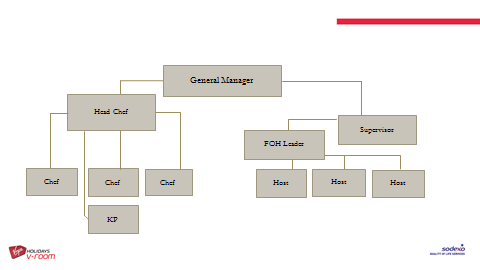
Draft. Version: 27-03-2014

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| 3. Organisation chart |

Account Manager

General Manager

Lounge Supervisor



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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Working airside in an airport can be a challenging environment to work in due to the security, logistics and vetting to get people airside in an airport * Flight delays and unforeseen circumstances. (weather issues, security concerns etc.) * Working in a contract catering environment – Sodexo / Client and customer. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure that all customers are delivered the highest quality of service through efficient management of assigned staff and continuous improvement to product and services. Constantly seek customer feedback and opportunities to develop the lounge product and communicate such in a concise manner to Virgin personnel. * Responsible for the presentation of all food and beverage, ensuring quality & quantity are constantly monitored, maintained and display is as per set specification. * Ensure buffet and stock levels of all F&B items are properly maintained and replenished regularly as required, and in accordance with food safety standards. Control and monitor hygiene standards as per HACCAP. * Provide training and guidance to service staff on the presentation and display of food and beverages. Oversee staff performance, train and coach staff to ensure a smooth operation. Monitor staff punctuality and grooming and guide as required. * Ensure personal and food hygiene, as well as housekeeping standards in the lounge food service areas and kitchen are adhered to, as per the company and legal requirements. * Interact with lounge customers to gain feedback on service / product. Communicate findings to SDX and Virgin management in a timely manner. Liaise with SDX and Virgin management for any irregularities and other important information that impact the lounge operations. Communicate product, service and other customer issues to SDX and Virgin management, so that corrective action can be taken in a timely manner. * Plan and delegate tasks to the team members before the beginning of each shift. Ensure that assigned staffs are supervised, delegated, continuously trained, motivated, guided and counseled to achieve customer delight. * Ensure that all assigned staff complies with documentation requirement of updating work log records and time sheets to ensure a smooth operation. * Oversee the ordering off all produce to ensure sufficient supplies of all F&B and other materials at all times. * From time to time you might be asked to carry other reasonable tasks. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty. * To ensure that our year team are dressed accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty. * To only use products and equipment supplied and specifically for the job. * Ensure that all H&S documentation for example cleaning schedules is signed off daily once all tasks have been completed. * Comply with all legal and company procedures relating to food safety, health and safety and personal hygiene. * Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rosta. * Attend training sessions and staff / client meetings as requested. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Front of house and customer facing experience * Experience in supervising a team * An element of food experience * Highly motivated * Attention to detail * Able to work on own initiative within a team environment |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Quality and Services provider | * Leadership & People Management | | * Client & Customer Satisfaction | * Innovation and Change | | * Brand Notoriety | * Commercial Awareness | | * Employee Engagement | * Learning & Development | | * Procedure Driven | * Free Thinker | |  |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | V1 | Date 31.01.2018 |  | | Document Owner | Sue Redston | | | |