**EXPERTISE**

Job description

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| Function:  | CORPORATE SERVICES |
| Position:  | HOSPITALITY sUPERVISOR  |
| Job holder: |  Signature: |
| Date (in job since): |  |
| Immediate manager: | FM Ops Manager |
| Additional reporting line to: |  |
| Position location: | BAE Glascoed, Usk |

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| 1. Purpose of the Job  |
| * To provide a professional hospitality catering service, ensuring that company standards are maintained and that Client expectations are met within the agreed objectives for the location
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| 2. Organisation chart  |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To set objectives and be responsible for the day to day running of the hospitality department, including supervising the recruitment and selection process to ensure that it effectively meets the need of the location and client.
* To assess employee performance and recognise training needs and potential as appropriate.
* To ensure that the location’s hospitality department achieves, as a minimum, the financial targets agreed with the client in line with the budget.
* To monitor the work of the hospitality department team and carry out appraisals ensuring that information is filed appropriately, with development plans that are actively used.
* To hold team meetings on a regular basis to communicate targets, standards required, company and client information.
* To work in conjunction with the FM Ops Manager to prepare budget, to achieve and maintain the food cost in accordance with the budget.
* To control and achieve agreed financial targets whilst maximising all commercial opportunities.
* To develop and evolve all client services of the hospitality department, ensuring regular adjustments and improvements are both recommended and implemented.
* To be responsible for all personnel assigned to the catering services, irrespective of whether or not they are employees of the Company, in accordance with Company personnel and training policies.
* To ensure that the location meets statutory and company requirements of Health and Safety, Food Safety and environmental legislations and procedures.
* To carry out any reasonable request from any member of the Management Team.

**Client Service:*** To ensure that customers are given a prompt and efficient service and expectations are consistently exceeded.
* To regularly monitor customer feedback and produce a suitable action plan based on the results.
* To be customer focused at all times, by being visible during service periods, approachable and quick to exceed expectations in fulfilling customer requests.
* To ensure all food is presented and served in line with company standards, using innovation in the method and style of presentation and food service.
* To provide input into a development and marketing plan on an annual basis.
* To ensure that you deliver what you promise to the customer, client and team.
* To ensure that all agreed service objectives are met in line with client expectations.
* To provide an excellent standard of client service.

**People Management:*** To assess employee performance and recognise training needs and potential as appropriate.
* To ensure training is carried out in line with the company training policy to meet the needs and requirements of the individual and Sodexo.
* To ensure that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training.
* To develop the team by empowering them, supporting them, encouraging them and maintaining an ‘open door’ policy.
* To motivate and lead by example, ensuring you and your team have fun at work and are proud of your efforts.
* To monitor the development and progress of key staff at location in order to make recommendations and appointments for succession planning.
* To treat your team at location as you would expect to be treated.

**Health & Safety, Food Safety, the Environment:*** To ensure that the location meets statutory and company requirements of Health and Safety, Food Safety and environmental legislation and procedures.
* To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regard to Hygiene and Safety are established and maintained in line with the company manual.
* To record and report all accidents within the location, adhering to location and company procedures.
* To ensure all equipment is well maintained and is in good working order.
* To make recommendations for renewal and replacement of equipment when required.
* To establish and maintain department cleaning schedules.
* To ensure that all company procedures and work instructions are fully understood and practised by all employees.
* To attend all health and safety, food safety and environmental management training courses as required.
* To promote and encourage environmental improvement initiatives, as appropriate within the business.

**Additional Responsibilities:*** To attend all location management meetings as required. Also attend patch meetings and company meetings in the absence of the Contract Manager.
* To take responsibility for contributing towards your own development with the guidance of the Contract Manager/Deputy Contract Manager and attending training courses as identified.
* To show commitment to company values in all aspects of your role.
* To act as a positive ambassador for the business.
* To attend to any reasonable request made by the client or Management.
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| 4. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Good standard of second education
* Successful Hospitality background in catering
* Intermediate Food Hygiene Certificate or above
* Excellent Management experience
* Ability to display a real passion for food and customer service
* Excellent organisational skills
* Ability to plan ahead
* Demonstrate analytical approach to problem solving
* Good negotiating skills
* Ability to work on own initiative
* Excellent communicator at all levels
* Financially and commercially astute
* Computer literate
* Excellent leadership and influencing skills
* Excellent understanding of report writing and financial management
* Good negotiating skills
* Effective time management skills
* Respectful and able to gain respect
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| Desirable* Successful background in contract catering
* Proficient at working with computers
* Professional training in leadership skills
* Professional training in financial management and reporting
* Keen to continue self development within current role and ambition for further promotion or growth
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