

Job Description:
FOH Supervisor

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| Function: | Operational |
| Position:  | Front of house (FOH) supervisor  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Mess manager |
| Additional reporting line to: |  |
| Position location: | Colchester PFI |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To assist the Mess Manager in ensuring that the mess dining rooms and mess bars are correctly operated, cleaned and supervised in accordance with service standards and to satisfaction of mess members. |
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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. |
| N/A |

Draft. Version: 27-03-2014

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Hotel Services ManagerMess managerFOH supervisor |

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| **4. Context and main issues** – Describe the most difficult types of problems the job holder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements
* Flexibility on work schedule and location will be required
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure that excellent customer service is delivered to mess members
* Supervise steward team
* In conjunction with Mess Manager, prepare rosters for stewards to ensure adequate cover
* Assist with the interviewing, recruitment and induction of stewards, ensuring that the correct recruitment process is followed and right to work and security checks are conducted
* Deliver training to stewarding team
* Identify and make the Mess Manager aware of any further training requirements of stewards
* Manage employee shift performance in accordance with Company policies and procedures
* Ensure that all employees wear the appropriate company uniform at all times as per company policy
* Assist stewards with the service of meals
* Deliver and lead functions as and when required
* Inform the Mess Manager of any failings or complaints in meal service/bar service or any other defects or deficiencies as they occur.
* Liaise with kitchen team to understand daily menu on offer and items that require upselling
* Order any disposables, food items or bar stock required to deliver a quality service via the Mess Manager/Chef Supervisor,
* Maintain high standard of cleanliness and hygiene in area(s) of responsibility
* Make proposals for improvement to service to the Mess Manager
* Comply with all Sodexo company policies and procedures and client site rules and regulations
* When required, as indicated on the roster, the FOH Supervisor will act as Duty Manager. In addition tothe normal dining room tasks the role is expected to:
	1. Deal with any queries from Mess members
	2. Help arriving and departing guests
	3. Carry out checks as detailed by Mess Manager
* Undertake any other duties commensurate with post and salary
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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. |
| * Ensure dining rooms, anterooms and bars are tidy, clean and correctly prepared for each meal/bar service period
* Deliver training and development of stewards
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Food service skills and knowledge
* Beverage service skills and knowledge
* Ability to lead, motivate and develop a team
* Cash Handling
* Customer facing skills and knowledge
* Ability to work on own initiative and as part of a team
* Cleaning experience plus basic food preparation
* Ability to effectively communicate at all levels
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
* Rigorous management of results
* Brand Notoriety
* Innovation and Change
* Learning & Development
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| 9. Management approval |
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| Version | 1 | Date | 20 February 2017 |
| Document owner | N Millward |

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