

JOB DESCRIPTION

Function:	Government & Agencies
Position:	SUPERVISOR
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	-
Position location:	

1. Purpose of the Job – State concisely the aim of the job.

- Day to day Restaurant management

2. Organization chart – Indicate schematically the position of the job within the organization. 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager

Customer service Lead -Chef Supervisor– Cook Food Service Assistant

3. 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.

- To understand and be fully committed to the aims of the company, Client & Unit Business Plan
- To perform consistently, adopt a positive outlook & with enthusiasm towards the business's goals
- To work as an integral part of the management team to improve the business and to offer suggestions for improvement in all aspects of the operation with particular focus on specific areas of responsibility
- To maximise customer satisfaction through the exceptional customer service
- To maximise sales opportunities
- To be an ambassador for Sodexo & the Catering Operation
- Carry out any reasonable tasks as directed by management

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Supporting CSL as and when required
- To maintain/oversee high standards of Food production and food quality
- Comply with all company and client policies and statutory regulations relating to health & safety, ensuring a “green” safeguard audit
- Control of raw materials and portion control are to the company standards and that food is served at the correct temperature
- Walk the floor during service periods to ensure that excellent levels of service are being delivered to customer in all areas
- To ensure daily pre-service briefs at 11.30am every day, highlighting high margin offers, staff counter allocation
- To achieve and understand unit margins and targets as set per budget
- Assist at service times by serving the customers
- Ensure service availability of all service offers are to company minimum standards
- Communicate well and demonstrate a pleasant , polite, efficient and caring , friendly service to customers and clients in all areas of service
- Work as a team to promote good working relationships within the Sodexo team
- Complete cashing up after service for all tills as per company standards when required
- Ensure all money on site is kept to a minimum and retained within a safe
- Ensure that all Sodexo employees project a positive , approachable , friendly and professional image
- Support the manager to ensure a minimum of 44% margin is achieved
- To encourage additional spend per head and grow cash sales

5. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To prepare counters & food service areas to the required standard & within the required timescales
- To maintain & improve standards of performance within all areas of responsibility
- To exceed customer expectations & deliver an unrivalled level of customer service
- To actively contribute to achievement of sales targets
- To record customer feedback & discuss with team to develop the business
- To monitor standards within areas of responsibility. To resolve issues as necessary in conjunction with management
- To place orders as per purchasing guidelines to ensure maximum discounts achieved
- To ensure a weekly stock take is in place
- To ensure that service standards are maintained as detailed in the Group specification
- To ensure that the servery areas, are kept clean and tidy throughout the day
- To be aware of staff holidays and to cover accordingly
- Supervise the staff in their tasks and to organise their hours and rotas
- Uphold correct procedures of menu planning, ordering & stock controls
- Control of raw materials and portion control are to the company standards and that food is served at the correct temperature
- Receive and checking goods against invoice against quantity and quality
- To ensure training and development of team is in place, identify training needs and action as necessary
- To report immediately any unfit food or other irregularities and any damage to equipment
- To report and cease to use any faulty equipment
- To provide high personal standards of performance, hygiene , cleanliness and appearance at all times

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- To assist with the implementation of a unit event planner within the required timescales
- To ensure adequate POS and marketing materials are available for all promotions
- To seek innovative & effective ways of promotion & display of all initiatives
- To offer daily support to all aspects of the operation as required
- To attend & contribute to team briefings on a minimal monthly basis as per standard & use information to drive initiatives forward
- To attend any training (on or off job) or communication meetings as deemed necessary by management
- To assist with any initiatives within the Site as required