**EXPERTISE**

JoB description

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| Position Title | Lounge Supervisor | Department | Aviation |
| Generic Job Title | Catering Supervisor | Segment | Prestige Sports, Leisure and Travel |
| Team Band |  | Location | Birmingham Airport |
| Reports to | Lounge Manager | Office / Unit name | Emirates BHX |

## ORGANISATION StRUCTURE

Account Manager

Lounge Manager

Head of Talent

Lounge Supervisor

#### Job Purpose

* To plan, supervise, deliver and present the food and beverages as per Emirates Lounge food specification.
* Supervise, guide and coach the assigned staff to ensure an efficient operation of the Emirates lounge.
* Interact with customers by explaining the food and beverages on offer. Gauge needs and make recommendations to meet the exact needs of Emirates premium 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 Emirates lounge team to deliver a superior product and services that delight all customers, and to ensure a smooth lounge operation.

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#### Accountabilities

* 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 Emirates 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 Emirates management in a timely manner. Liaise with SDX and Emirates management for any irregularities and other important information that impact the lounge operations. Communicate product, service and other customer issues to SDX and Emirates 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 staff are supervised, delegated, continuously trained, motivated, guided and counselled 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.
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**Key Performance Indicators (KPIs)**

* 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.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* 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

Desirable

* Lounge experience
* Airport experience

#### Contextual or other information

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a Lounge Supervisor and the range of roles, responsibilities and duties to be undertaken.

It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Line Supervisor / Manager.

Name:

Signature:

Date: