

Food and Beverage Supervisor

Job Title: Food and Beverage Supervisor

Location: Kent Life, Maidstone

Hours of Work: 5 out of 7 days in high season with a minimum of 15 hours per week. Hours will vary depending on time of year, with the potential to earn more in high season, holidays and weekends.

Wage: £7.70

Reports to: Catering Manager

Accountable to: General Manager

Job Function: To act as Supervisor to the Food and Beverage offer with the overall aim of delivering complete guest satisfaction to Kent Life's guests. Duties will include all aspects of guest services including taking and processing of orders for food & beverages, cleanliness of all working areas, cash & credit card transactions, stock ordering and replenishment, staff training, catering staff rotas and management.

Key Tasks and Requirements

- Supervise all catering areas during the season including weekdays, weekends, bank holidays and special event days, thereby encompassing the following:
 - The sale of drinks including alcohol.
 - Take, prepare & process guest's orders with regard to food & beverage ensuring at all times consistency of service and excellent guest care.
 - Cash handling, till and PDQ reconciliation.
 - Opening and closing of the building including activating alarms.

- Be available to work on all appropriate peak times, bank holidays and event days.
- Maintain all Log Books and legal records for the Food and Beverage Department.
- Put deliveries away, restocking of all display stands, shelves and fridges.
- Liaising with suppliers and order stock.
- Managing the Food and Beverage rota.
- Maintain the cleanliness all Food and Beverage areas.
- Report any faults or problems to the Catering Manager or Duty Manager immediately.
- Support with the training and induction of the Food and Beverage Team.
- To support the corporate and group catering offer. Including setting up, serving and clearing the offer as required.
- To maintain at all times a friendly and helpful attitude towards the guests and to strengthen and develop the Company's image and profile by projecting a positive attitude towards guest care
- To up sell any consumables with the aim of maximising the income generated from the catering areas.
- Team Player

Mandatory Activities

1) To adhere to the appropriate Health and Safety procedures and standards of staff behaviour and dress as stipulated by the Company's management

2) To undertake any other duties as required by the Company with a view to improving its services to the guest