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| **Job Title** | Dining Supervisor |
| **Reports to** | Duty Manager |

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| **Job Purpose** |
| Proactively support the management team at the College’s central dining facility (Bekynton) to ensure an excellent dining service is delivered to all patrons of the facility. The post holder is also responsible for ensuring high customer standards across the front of house team. |

**Main Duties**

* To ensure we achieve a high level of standards in all areas of work.
* Report for allocated duties in accordance to staffing schedules and timings.
* Ensure uniform and appearance of yourself and your team meet company specifications at all times.
* To adhere to all current Health and Safety and hygienic regulations, promoting a safe and hygienic environment.
* To organise your team along with the Duty Manager to ensure all tasks are completed to specification and within set targets providing support and assistance where required.
* To ensure all cleaning of equipment, walls (up to 6ft), fixtures and fittings, crockery, glassware and cutlery etc is to client and company specification ensuring cleaning schedules are completed as and when required.
* To comply with COSHH regulations using chemicals safely and effectively.
* To ensure the preparation and servicing of the dining areas and server are to pre-defined standards.
* To ensure that best practices are adopted with regards to rotation and preparation of perishable food items.
* To develop effective partnership with duty managers and colleagues including daily communications and to provide reciprocal support during colleague’s days off.
* Promote a good company image to customers and guests by using positive customer service practices and to promote a friendly working relationship with colleagues.
* To be responsible for developing and motivating your team to ensure unit standards are maintained.
* To receive any training as and when required in order to maintain and develop standards
* To attend to any reasonable request by management.

**Occasional Duties**

* To assist as required at special functions, some of which may occur outside normal working hours.
* To assist with the set up, service, clearing and cleaning of function catering as requested.
* To support the duty manager by supervising front of House areas as allocated in their absence.
* To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible. To
* To support the duty manager to evacuate the unit, in accordance to fire regulations and procedures
* To attend meetings and courses and training days as required. Covering from during holidays, sickness and any other absences
* To undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities.
* SUMMER LETTING PERIOD: Staff will be required to work for the whole of the summer programme.

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| **Skills and Competencies Required** |
| To be successful in this role, the incumbent should have:   * Previous supervisory experience within a hospitality or similar environment * Customer service experience * Ability to lead and motivate a team * A relevant catering qualification would be desirable (NVQ Level 2) * Good communication skills – will need to be able to communicate with customers, clients and staff. * Some understanding of Health and Safety Regulations * Ability to work under pressure and to deadlines * Able to use own initiative * Ability to work effectively as part of a team * Flexible approach to role |