



## **JOB DESCRIPTION**

**Job Title:** F&B Supervisor

**Department:** Food and Beverage

**Responsible to:** F&B Manager

### **Main Purpose:**

As a member of the Food and Beverage Team, our staff and guests expect and individual whose appearance, clothing and general attitude and demeanour reflect the high standards of the Oxfordshire Golf Club. Attitude should be one of confidence and professionalism, whilst recognising that guest satisfaction through exceptional employee service and performance is of paramount importance.

General Scope: To maintain the food and drink service to a standard in accordance with your training. To continually strive to improve your performance in all areas. To keep presentation and guest satisfaction by using the allocated resources and professionalism effectively at all times.

### **Key duties:**

- 1 To ensure that all daily food and beverage functions in banqueting are correctly organised and served to the operation standards.
- 2 To ensure that the operation is being adequately supervised at all times.
- 3 To ensure that staff within your department is appropriately dressed as per the operational standards.
- 4 To liaise on a daily basis with the Operations and Assistant Food and Beverage Manager regarding any changes made on the day.
- 5 To motivate team through positive communication and leading by example.
- 6 To ensure consistent standards of Food and Beverage service within the conference suites as per the SOP manual.
- 7 To liaise closely with the Head Chef and Food and Beverage Team to ensure accuracy of numbers and that the menus are correct on the day.
- 8 To be familiar with the Micros System in order to deal with any issues.
- 9 To liaise with the lounge bar and support them where required.
- 10 To assist the Operations Manager/Assistant Food and Beverage Manager with the introduction of sales and encourage up-selling at all times.
- 11 To ensure that all areas under control are maintained in a clean and hygienic state and that the cleaning schedules are being used.
- 12 To report any maintenance defects to the maintenance department
- 13 To liaise with the Conference and Banqueting co-ordinator and Golf co-ordinator to ensure that business opportunities are maximised.
- 14 To follow up any guest complaints or special requests liaising with the Operations Manager/Assistant Food and Beverage Manager as required.
- 15 To organise order of service for private functions and conference lunch and Dinner.

- 16 To report to the Operations Manager/Assistant Food and Beverage Manager on a daily basis discussing issues when needed.

**General Duties and Responsibilities:**

- 1) To ensure all information and documentation (both written and computerised) is kept confidential and to maintain discretion. To ensure that the service complies with the Data Protection Act
- 2) To comply with all Hotel and Company policies and procedures.
- 3) To comply with statutory requirements governing the work place such as employment law, health and safety, hygiene, fire prevention etc.
- 4) To be responsible, whilst liaising with Senior Management, for your own development and contribute to the learning of others.
- 5) To carry out any other reasonable duty to assist in the smooth running of the establishment.

I have received, read and understood the Job Description for the **F&B Supervisor**:

Name (PLEASE PRINT): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_