



## Job Description

**Job title:** Food & Beverage Supervisor

**Reports to:** Food & Beverage Manager

**Direct reports:** Casual Staff

## Overall responsibilities:

- To deliver quality customer service and ensure the profitability and operational excellence of events taking place on the House, Parkland, and other areas of the site where relevant.
- To assist with the service delivery of events, including but not limited to, Weddings, Conferences, Afternoon Tea, Private Functions and Air Show Events.

## Main duties:

- To deliver exceptional customer service in all aspects of the food and beverage delivery across the House & Parkland, including other areas of the site where relevant for internal and external customers including staff and clients.
- To deliver and supervise events and functions on time across site, ensuring smooth delivery and customer satisfaction.
- To assist with the set up and supervision of public events, outdoor events, weddings, meetings and conferences, corporate and private events as and when required.
- To assist with the hard and soft set up for events, to ensure all rooms are correctly turned around in a timely manner.
- To have the ability to problem solve when faced with an issue during an event.
- To assist with the planning for events in order to fully understand any limitations and problems that could arise.
- To supervise casual staff employed during events, to ensure tasks are carried out to a high standard.
- To monitor beverage stock levels for the bar.
- To work in collaboration with the Events and Weddings Team, the Chef and the Housekeeping team to ensure all events are deliverable to exacting standards.
- To prepare cash floats and cashing up of money where required.
- To assist the Food & Beverage Manager with all other duties as required.

## Person Specification:

- A minimum of 2 years' experience in fine dining and conferencing essential.
- Experience in working at a heritage venue desirable but not essential.
- Previous experience at supervisory/shift management level essential.
- Wide ranging food and drink knowledge

- Knowledge of bar management
- Driving license is essential for the use of company buggies
- High attention to detail and quality
- The ability to work calmly under pressure
- The ability to work extended hours as the events calendar and 'season' dictates including but not limited to evenings, weekends and bank holidays.
- Flexible and adaptable in order to deliver a varied agenda of events