



JOB DESCRIPTION

Post: The Yarrow Hotel, Supervisor

Responsible To: Operations Manager

Summary of Post:

The supervisor is responsible for all aspects of guest service within the reception and rooms division operational areas of the hotel including conferences, events and banqueting. The supervisors lead the hotel and service areas to ensure guest care is always maximised.

Specific Duties:

Our ambition is to become the world's best-managed hospitality company, delivering the best guest-centred experience in the industry. Our Radical Hosting service and clear training ethos underpins everything we do and gives us a unique position in the industry. We aim to lead not only in guest satisfaction, but also in employee engagement and believe in a 'never worry alone' culture and three simple words that define the way we work, passion, integrity & honour.

1. To ensure standards of hygiene, cleanliness, uniform and appearance at all times
2. To ensure team work and act in accordance with the training plan
3. To ensure tasks and stations are manned / managed and that staff are taking ownership to deliver customer satisfaction and business requirements
4. To communicate effectively with the management team to ensure all tasks and procedures are carried out in a timely manner as required
5. To ensure that in the absence of the restaurant manager carry out shift briefings as required
6. To work as required on a rota basis to support and cover duty management as required for business levels
7. To work with and support students within restaurant environment

8. To implement a buddy system to ensure that the customers needs are met and that the students are getting the experience they need from the placement
9. To assist the Student Experience manager to ensure that student experience bookings are promoted and filled within the hotel
10. To maximise revenue through local initiatives and service experience
11. To have a focused sales and service culture which incorporates upselling and suggestive selling
12. To monitor staffing levels to match the needs of the business
13. To ensure completion of documentation and company records following and supporting the wastage process
14. To take responsibility for ensuring all team members adhere to the cash handling policy
15. To ensure Restaurant and team members compile(s) with latest Licensing, Health and Safety and Food Hygiene.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

EMPLOYEE SPECIFICATION		Application	Interview	Shortlisting Weighting
Skills				
1.	Highly guest- focused with a passion for great service and a drive for guest satisfaction	✓	✓	6
2.	Ability to act on own initiative, and get the best from team members	✓	✓	4
3.	Good organisational skills in order to provide an effective and efficient service	✓	✓	4
4.	Ability to act on own initiative, and get the best from team members	✓	✓	4
5.	Demonstrate commercial awareness within the context of their role including; Upselling, maximising covers, controlling costs and wastage	✓	✓	4
6.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	Experience of supervising a team in a similar role	✓	✓	6
2.	Experience working in a hotel environment	✓	✓	4
3.	A flexible approach to work	✓	✓	4

4.	Industry awareness e.g relevant compliance within the industry / legal standards etc	✓	✓	4
5	To contribute and work to the College team ethos	✓	✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		2
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		2

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.



Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.