

## Job Description

**Job title:** Restaurant Supervisor

**Department:** Mount Haven Hotel

**Line management responsibilities:** None

**Reports to:** Deputy General Manager

Principal purpose of role	<ul style="list-style-type: none"> <li>To supervise the Mount Haven Hotel Bar &amp; Restaurant ensuring excellent customer care, guest experience &amp; customer service is delivered at all times.</li> </ul>
Area of responsibility/tasks	<ul style="list-style-type: none"> <li>To work closely with the Deputy General Manager to support in the operational running of the Mount Haven Hotel Terrace Bar &amp; Restaurant.</li> <li>Respect and elicit through example the service culture that exists within the Mount Haven Hotel.</li> </ul> <p><b>Bar &amp; Restaurant</b></p> <ul style="list-style-type: none"> <li>To manage and support the food and beverage team in taking food and drinks orders from both hotel and external guests, prepare and serve food and drinks in accordance with Mount Haven standards and maintain high levels of customer care, so that the reputation of St Aubyn estates is enhanced and sales targets achieved.</li> <li>Liaise between the kitchen, bar and restaurant ensuring a smooth service delivery and also be aware of specific dietary requirements and allergen information.</li> <li>To complete end of day cash reconciliation following the procedures laid out to you.</li> </ul>

- To assist with the ordering, stock checking and rotating of all food and beverages stock.
- To respond swiftly and appropriately to any customer comments or queries.
- To ensure all areas are clean and tidy and appropriate levels of service equipment and cutlery are stocked.

**Accommodation**

- To administer walk-in accommodation bookings in line with the hotel selling strategy.
- To perform reception duties such as check-in and out, guest billing and reservation handling as required.

**Other**

- With the support of the Management team maintain staff rotas in line with the business demand.
- To meet with prospective event bookers where necessary, liaise with the reservation office, event plan and to supervise conference and events on the day.

Customer service

- Provide a great service to all our external and internal customers.
- Be smart, polite and helpful at all times.
- Be aware of all the activities offered on the Mount, Godolphin Arms, Mount Haven and the St Aubyn Estates holiday cottages.
- Regularly go the extra mile and exceed our customers' expectations through customer engagement

Health and safety

- Be responsible for customer's safety and to be aware of lock up, H&S, fire evacuation and emergency procedures.
- Be aware of and follow risk assessments and H&S compliance in connection with all F&B related activities and events. Keep records as required.
- Follow safe working practices.

	<ul style="list-style-type: none"> <li>• Be aware of emergency and first aid procedures.</li> <li>• Be vigilant for hazards and report them.</li> <li>• Attend all necessary training courses.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• When needed, cascade all information to the team at management meetings</li> <li>• Engage with the St Aubyn Estates social media outlets</li> <li>• Communicate with guests using the phone system and emails as required, ensuring communication is always of a high level and a high level of customer service is always maintained.</li> </ul>
Vision and values	<ul style="list-style-type: none"> <li>• Understand and demonstrate the behaviours that underpin our values.</li> <li>• Be aware of the role of you and your team in achieving our vision and objectives.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• All employees are expected to work within the terms of their contract of employment and adhere to the St Aubyn Estate policies and the values and behaviours.</li> </ul>