

Exciting opportunity to join our team at our new café & restaurant

Job Introduction

We currently have an excellent opportunity for a Front of House Supervisor to join our team.

Reporting to the Chef / Manager, you will manage the front of house operation including the employees and service standards.

Responsibility

- Managing the hospitality booking service including organising and delivery to the required standards
- Ensuring that excellent levels of service are being delivered to the customers during service
- Ensuring that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe
- Identifying and maximise up selling opportunities for profitable sales growth
- Actioning customer compliments and resolve complaints satisfactorily, referring to your line manager where necessary
- Comply with all Company policies and procedures

The Ideal Candidate

The successful candidate for this role will have:

- Previous experience in a similar role
- Good financial awareness
- Possess good customer service skills
- Good organisational skills and a proactive team player
- Good communication skills – written and verbal

- The ability to demonstrate great team work

MAIN RESPONSIBILITIES

- Ensure dining rooms are tidy, clean and correctly prepared for each meal time.
- Liaise with kitchen staff to understand menu on offer.
- Supervise junior serving staff.
- Prepare rosters for junior dining room staff to ensure adequate cover at all meals.
- Assist junior serving staff in service of meals.
- Assist, as directed, in training of junior service staff.
- Identify training requirements for service staff.
- Inform Manager of any failings or complaints in meal service or any other defects or deficiencies as they occur.
- Make proposals for improvement to service to Manager.
- Act as a Functions Supervisor as required.
- Order, in a timely manner, any disposables or food items required in dining room to deliver a quality service.
- Maintain high standard of cleanliness and hygiene in area(s) of responsibility.
- Ensure all staff are properly dressed at all times as per Company Policy.
- Maintain staff discipline and conduct in strict accordance with Company policies and procedures.
- Clearance of dirty glasses/crockery/cutlery.
- Completion of any reasonable task as detailed by the Manager

Job Type: Full-time

Pay: From £12.50 per hour dependant on experience.

Benefits:

- Discounted food
- Employee discount
- Free parking
- On-site parking

Schedule:

- 5 days from 7

Supplemental pay types:

- Tips

Experience:

- Supervising experience: 1 year (preferred)
- Hospitality: 1 year

Work Location:

Howden Park Centre, Livingston (primary location)

The Coffee Neuk, Linlithgow (cover)

**Applications by CV and cover letter to
mail@jjsbakehouse.co.uk**