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**Dining Room Supervisor**

**Job Description**

**Purpose of Role**

To support and supervise the catering team, ensuring that all customers are greeted and served in a friendly professional manner and that highest standards of service and hygiene are maintained at all times­­­­­­­­­­­­­­­­­­­­­­­­

**Key responsibilities**

1. Ensure all service for breaks and functions etc. are prepared to the highest standards.

1. Ensure menus are correctly displayed.

* Ensure that you are ready to start work on time, wearing the correct uniform which is neat, clean and tidy with your name badge on.

1. Ensure that the highest standards of personal hygiene practices are maintained to avoid contaminating food, including the wearing of plastic gloves during food preparation & implemented within the whole team.
2. Ensure all customers are greeted and served in a friendly, professional manner.
3. Ensure all customer comments and suggestions are passed onto your manager immediately
4. Ensure all cleaning schedules are completed in accordance to C.O.S.H.H regulations
5. To carry out any other duties as reasonably directed by the management team
6. To work overtime provided reasonable notice is given
7. Ensure all Menu Boards are displayed in an attractive manner ready for service time
8. Ensure all Labelling is correct
9. Ensure all team members are aware of the menu and their service time duties
10. Liaise with various departments with regards daily catering requests including those for match teas, parent’s consultation evenings, Headmasters dinners, etc.
11. Prepare, set up and clear match teas.
12. Prepare drawing room for Headmaster’s Lunch.
13. Prepare trolley for Governor’s / F & G meetings
14. Prepare staff tea trolley for following morning.
15. Prepare packed-lunches when necessary.
16. Ordering of cups and cleaning materials from supplier
17. Hire equipment as required.
18. Photocopy and distribute weekly menu
19. Chair weekly meeting with team to discuss plans for the week ahead.
20. Ensure all team members are present, and in full clean & tidy uniforms and wearing their name badges and that jewellery is removed.

**Key requirements (Person Specification)**

* A Level 2 Award in Food Safety or equivalent qualification is essential.
* Excellent customer service skills.
* Good communication skills both written and oral.
* The ability to lead and motivate a team.
* Flexible approach.
* Excellent cookery preparation and presentation skills.
* The ability to work on your own initiative.
* Ability to work well under pressure.
* Effective decision making skills.
* Flexible attitude to working hours.
* Ability to delegate.
* Ability to prioritise and organise both own and others workloads.
* A self-motivated, enthusiastic and committed individual, with a ‘can do’ attitude.