ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

TITLE
Food and Beverage Supervisor

RESPONSIBLE TO
Food and Beverage Manager (FBM)/ Deputy Catering Manager (DCM)/ Assistant Bar/Café Manager (ABCM)

RESPONSIBLE FOR
Food Service Staff/ Bar Café Staff

MAIN PURPOSE:
- To support/assist the FBM/DCM to direct and control the food service operation, or the ABCM to direct and control the bar café operation, at the College for Students, Fellows and College and for external conference and functions clients.
- Within Food Services to be proficient in food service etiquette included in silver service and have knowledge of correct wine service for private dinners as well as larger banquet style functions.
- Within the Bar/Café to be able to provide a high standard of barista service and training.
- To adhere to all Procedures and Legislation related to licensed premises.
- To support/assist in ensuring that food and beverage areas are operated within legislation, College Policy and approved budgets.

KEY AREAS AND STANDARDS OF PERFORMANCE:

PLANNING & ORGANISATION: The identification of future activity and the development and implementation of plans to meet demands.
1.1 To plan ahead for rostering with FBM/ABCM about forthcoming functions within food service/bar café that require supervision.
1.2 To be part of staff rosters to meet anticipated activities in accordance with staff budgets and manning ratios.
1.3 To be involved in the recruitment, training and ongoing development of the casual evening staff for both functions and servery work/bar café.
1.4 To ensure that adequate resources (e.g. stocks, equipment, disposables, and other materials) are provided to meet business needs and that costs are in keeping with budget limits.
1.5 The coordination and management of food and beverage functions and events.
1.6 To maintain records for the casual food & beverage service staff as required for payroll and to adhere to working time regulations.
1.7 To complete own hours worked timesheet on weekly basis to ensure records are available when monthly overtime is due.
1.8 To be responsible for the recording of issues and returns of all alcoholic beverages requested for Functions and events that you responsible for or for a colleague the following day.
1.9 Recycling management in collaboration with housekeeping
1.10 Risk Assessments/ near miss and accident reporting
1.11 To actively encourage development of staffing between RBC & Food Service and to work collaboratively, covering shifts when necessary.
**FINANCIAL CONTROL:** To ensure that delegated authority levels and budgetary expenditure are adhered to and that measures are taken to correct adverse trends.

2.1 To ensure wastage is controlled.
2.2 To be responsible for the security of cash within the department.
2.3 The recruitment of staff in accordance with policy.
2.4 To operate a system of payroll control to ensure that staffing is in accordance with agreed ratios and that costs are maintained at agreed manning ratios.
2.5 To collate and authorise timesheets for submission to DCM each Monday for the preparation of wages.
2.6 To ensure that food, beverage and other costs are within key margins.
2.7 To be able to provide costings of specified events as required.
2.8 To ensure that clients are charged accurately for wine, bar and other services by recording usage correctly.
2.9 To record accurate and necessary information for reporting purposes in the FBM/ABCM absence.

**SALES & MARKETING:** Assist with the Conference and function sales activity of the College.

3.1 With the rest of the catering management team, plan and implement a termly promotions plan for student food and beverage.
3.2 To provide as required in client entertainment activity – client lunches, fam trips, entertainment, etc.
3.3 To encourage and promote a sales approach to the business in all department staff.
3.4 To take a positive customer-focused approach to the business.
3.5 To propose conference and function food service/bar café/other product and service standard improvement from time to time.
3.6 To operate a system of regular and frequent monitoring to ensure the consistent delivery of agreed standards.

**COMMUNICATION:** To perform duties in a way that encourages effective two-way communication at all levels.

4.1 To ensure all relevant information/messages are left in written/email form for other supervisors/managers when off duty to ensure the smooth running of the operation
4.2 To ensure that all external e-mails and correspondence is acknowledged within 2 working days and in accordance with agreed standards.
4.3 To provide written back-up of verbal instructions as appropriate.
4.4 To maintain records of communication with clients, suppliers, staff and local authorities.
4.5 To co-operate and communicate with other staff departments and with Senior, Middle and Junior members of College.
4.6 To ensure and promote excellent working relations between food and beverage and kitchen staff.
4.7 To keep the managers informed on any relevant information which may affect the smooth running of the department including feedback from customers.
4.8 To attend meetings and 121s as required to discuss business and promote objective setting and achievement.
**STAFF MANAGEMENT:** The recruitment, training, motivation and discipline of staff ensuring that the necessary skills and knowledge are provided within the needs and objectives of the College.

5.1 To assist with the day to day direction of casual food and beverage staff, including recruitment and training.

5.2 To lead and motivate the food and beverage service staff, displaying good leadership skills, adhering to the appearance and dress code and setting a good example for your staff.

5.3 To operate the College staff management procedures in accordance with policy and direction from the departmental managers.

**LEGISLATION:** To ensure that all relevant legislation is complied with in the department.

6.1 To actively ensure adherence to the provisions of Fire, Health and Safety and Food Hygiene legislation and regulations.

6.2 To direct and assist to manage the food and beverage staff to ensure adherence to the Assured Safe Catering Policy.

6.3 To ensure that the correct chemicals/cleaning materials are used and in the correct manner at all times as laid down by COSHH Regulations 1988. Maintain your own COSHH register and ensure that all staff are appropriately trained.

6.4 To conduct yourself in a manner which is in keeping with your personal responsibilities under H&S legislation.

**SECURITY & CONTROL:**

7.1 To operate a system of stock ordering, receipt and storage such that wastage, pilferage and other shortages are detected, controlled and minimised.

7.2 Ensure that all charges are recorded and passed for billing to clients as appropriate – invoiced and/or cash charged.

7.3 To approach the function of Food and Beverage Supervisor from a perspective which will lead to the development of the operation and the staff.

7.4 To operate on the basis that all problems are solvable and none are permanent.

April 2019