

1865

JOB DESCRIPTION **FOOD AND BEVERAGE SUPERVISOR**

Discover our multi-tapas restaurant and bar (orangery), that offers stunning views of six acres of historical gardens. This Grade II Victorian building has hosted international royalty and notable figures since 1865, preserving a legacy of elegance and celebration. We are a casual fine-dining establishment, but we prefer to think of ourselves as "fun-dining." Our goal is to be a second home for our local patrons, offering a warm and inviting atmosphere.

The Orangery Restaurant Bar features a design inspired by Antique English and Japanese Botanical Gardens. Our international, multi-cuisine menu reflects the royal and notable guests who have dined throughout history. We aim to make every visit feel like a "Welcome home" experience, with fun, opulent, and memorable service. Enjoy live music, exceptional service, and an ever-changing selection of mouth-watering tapas dishes that cater to all tastes, inspired by global Flavors and our unique botanical theme.

We're seeking new team members who can bring their true character and charisma to the forefront. We love a touch of theatre and strive to provide a guest experience that's truly unique. Building relationships with regular guests is key to delivering anticipatory service, where upselling comes naturally. This is the perfect role for someone with luxury fine-dining experience who is looking for something special close to home, without the hassle of traveling into London.

The **Food and Beverage Supervisor** will be responsible for supporting the Restaurant, Bar whilst ensuring the smooth running of the Food & Beverage department overall. The Supervisor will be assisting the meeting and events when and if required. Maximising guest satisfaction, team member engagement and Food and Beverage profitability will be the Supervisor 's focus.

DUTIES AND RESPONSIBILITIES

- To have a full understanding of 1865 branding, concept and culture.
- Strictly following sequence of service and concept.
- To have an understanding of other operational areas of F&B
- Key focus on Individual performances, KPIs, Incentives, Budget and P&L
- Working closely with Management in developing and enhancing services and concept.
- Daily distribution of targets and monitoring of performance.
- Management of Live performers/performances and any events
- Following Hotel Calendar activities and departmental duties and tasks
- Strictly working with company app software's.
- Proactively assess Comp set and offerings
- Creative guidance of concept cocktails and drinks offering.
- Strict focus and management of maintaining brand standards and S.O.P
- Focus on maintaining 4.7*+ Reviews from all portals.

1865 Restaurant and Bar

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enquiries@18-65.com www.18-65.com

1865 Restaurant and Bar, Warren Road, Kingston Upon Thames, KT2 7HY

This Restaurant is owned and operated by Sun Group Holdings

Company Registration No. 05537011, VAT Registration No. 915987378

Initials

Date

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- Provide exceptional service, and “home away from home” experience for new and regular guests.
- Knowledgeable and proactively managing new/current booking systems.
- Maintaining and managing preferences of regular guests
- Proactively work closely with Marketing and management team to maximise booking, sales and incentives.
- Uphold the “family” work culture for all team members
- Provide development plans and opportunities for high performing Individuals.
- Ensure that guests receive quality service by providing work direction for the Food and Beverage Assistants on duty.
- Consistent training and one to ones to be documented to upkeep the standards of operations.
- Finding innovative ways to motivate and push staff for up selling and delivering quality service
- Maintains a thorough working knowledge of Food and Beverage menus, to be able to advise guests on selection and promote additional sales accordingly.
- Supervises the Food and Beverage Assistants, verifying that their workstations are stocked neat and orderly.
- Ensures that Food & Beverage outlets (Restaurant and Conference/banqueting sections) are ready for guests by checking overall condition of areas on a regular basis.
- Coaches Food and Beverage Assistants to achieve departmental revenue goals.
- Monitoring hotel occupancy levels and completing the department Rota on weekly basis by deadlines set.
- To attend and contribute to all monthly Food and Beverage staff meetings, set out by the Food & Beverage Manager.
- To ensure the product quality standards are met in the Food and Beverage Department as it relates to the appearance, levels of maintenance and cleanliness throughout.
- To have full understanding of the Hotel Fire and Bomb Threat Emergency Plan procedure and act as a competent person in the event of an emergency.
- To fully understand the security procedures throughout the hotel.
- To take a responsible approach towards timekeeping and attendance at work to ensure the department runs efficiently at all times.

WHAT ARE WE LOOKING FOR

The appointed Food and Beverage Supervisor serving Warren House are always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

- High standard of personal presentation
- Excellent communication and interpersonal skills with a confident and outgoing personality and an ability to interact with people at all levels
- Ability to take initiative and resolve queries in a practical and positive manner

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- Passion for delivering exceptional guest service
- Courteous and pleasant attitude towards guests and colleagues
- Ability to work as part of a team
- Good attention to detail
- Ability to work under pressure and juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision
- Ability to plan and organise
- Positive and flexible approach to work (weekend and evening work will be required)
- Confident and outgoing personality
- Proof of eligibility to work in the United Kingdom **SKILLS**
- Ability to provide guests with up-to-date information and directions while attending the function
- Excellent food service skills, including the ability to carry three plates and to deliver drinks on trays
- Ability to work well with other team members and to follow directions from supervisors
- Knowledge of basic food preparation techniques and ability to follow basic recipes
- Excellent knowledge of food and drink pairings, particularly wine pairings
- Ability to mix cocktails and create drinks to order
- Knowledge of kitchen cleaning and pot washing equipment, such as industrial sinks or high-pressure hoses

EXPERIENCE

- Experience of working in a similar role and/or environment (preferably in a high-end restaurant within the hotel, leisure or hospitality industry would be a distinct advantage)
- Basic Food Hygiene Certificate (desirable)
- Accurate and efficient cash handling skills
- Customer service experience

PERSON SPECIFICATION

- Positive attitude
- Good communication skills
- Ability to work under pressure
- Ability to work on own or in teams
- Previous Experience in a similar role
- Experience of using Rezlynx POS System (desirable, as full training will be provided)
- Flexible approach with regards to working additional hours if required
- Your phone must have a minimum of iOS 12 or Android 8.0 to use the latest software applications

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QUALIFICATIONS

- GCSEs in English and Maths as a minimum.
- Formal education or catering training (Desirable)
- Basic food hygiene certificate from the Food Standards Agency (Desirable)

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Employee Full Name

Employee Signature

Date

For employment opportunities or any enquiries, please contact us at:
hr@the-sungroup.com