Queens’ College - Job Description

Title: Food & Beverage Service Supervisor (Bar/Café)
Manager: Food & Beverage Services Manager
Reporting To: Hospitality Services Operations Manager
College Officer: Domestic Bursar

Overall Purpose of Job
 Undertake bar duties and food service tasks, ensuring the expected service standards are maintained.

1. Working as part of the Food & Beverage (F&B) Service team, responsible for the day-to-day operation of the College Bar and operating the College mobile bars, ensuring the highest level of customer service at all times.
2. Assisting in the smooth running of the food and beverage service for all internal and external functions, including cafeteria lunches, fine dining, College feasts, and buffet service when the bar/café is closed.

The main duties and responsibilities of managing the Bar/Café include:
• Responsibility for overseeing the College compliance and being up to date with the current Weights and Measures Act and the sale of alcoholic beverages: ensuring all drinks are dispensed correctly through the main & mobile bars within the college.
• Uphold the Food Safety Management System; ensure all storage areas including the bar stock on the delivery bay are kept and maintained in a tidy, orderly fashion.
• Take an active role in developing the bar drinks and operations to ensure the offering is up to date with the student bodies expectations and our local competitors.
• Keep all areas where food and beverages are served clean, tidy and operating as per the department / College safe working practices.
• Assist with review of the weekly functions throughout College and with action plans; implement and actively market any Bar sales promotions.
• Control and monitor wastage within the Bar function, assist in appropriately training staff in the stock rotation and monitor wastage.
• Liaise with the Head Chef/Sous Chef to ensure the evening bar food menu is fully operational; assist the Bar Chef as necessary.
• Responsible for the management of the evening bar food service; discuss any operational or service issues with the F&B Services Manager.
• Keep Bar equipment in good and clean working order.
• Inform of any shortfalls in deliveries and any monetary or other discrepancies or irregularities found.
• Assist in creating and implementing Standard Operating Procedures in the Bar/Café.
• Deliver a consistent menu of beverages and food that meets the needs and expectations of the College members and guests.
• Take part in inducting/training colleagues and casual workers in relation to Bar operations; assist with implementing and updating individual training plans as appropriate; highlight any individual training needs.
• Certify that all Daily Hygiene and Allergen Checklists are accurately completed per department allergy policies and procedures.
• Assist in reviewing the Bar/Café’s risk assessments to ensure that the relevant staff and casuals working in the Bar/Café are fully trained and updated on any changes.

The main duties and responsibilities of Food & Beverage Service include:
• Supervise functions as required.
• Participate in the preparation and service of all meals to both College and commercial customers as per Food Service Department procedures.
• Ensure all areas where food and beverages are served are clean, tidy and hygienic at all times.
• Lay and clear tables as appropriate to the particular service within the standards established.
• Assist with functions being held in our conference and meeting rooms.
• Ensure all students/staff show their ID Cards at every meal; ensure correct charges for food are made; monitor portion sizes.

Health & Safety, Hygiene:
• Must be compliant with statutory and College Health & Safety, Food Safety Management systems and Allergen policies/regulations.
• Have concern for own health & safety and that of others who are in college, whether they are members of the College, employees or visitors.
• All Personal Hygiene Standards, Food Hygiene, Health, Safety and Security regulations are to be adhered to at all times, this includes the fire procedures and COSHH regulations.
• Report any faults or infringements of health, safety or hygiene procedures or act immediately where appropriate to correct them.
• Duty to carry out work without ever putting yourself or others at risk, creating a safer working environment for everyone.

Security:
Ensure all departmental security procedures are adhered to, for example, College rooms, equipment, College silver, food, drink and cash handling at all times; report any security flaws in the catering department to the management immediately.

Miscellaneous:
• To undertake any other duties and responsibilities appropriate to the post as directed by the Hospitality Services Operations Manager and/or College Officer.
• Establish and maintain good working relationships with Fellows, students, staff, conference delegates, customers and suppliers.
• Develop a good working knowledge of the department’s software packages, currently Kinetics and Uniware systems; training will be given where necessary.
• To assume utmost confidentiality at all times; no information should be disclosed to any third party that may compromise the privacy and/or safety of any student, staff member or client of Queens’ College – if in doubt, speak to the Hospitality Services/Operations Manager.
• Attend external training sessions when required.
• To attend relevant staff meetings.

Person Specification:
• Previous relevant bar experience, including supervision of staff.
• Knowledge of the current Weights and Measures Act and the sale of alcoholic beverages.
• Currently have or willing to apply for and maintain a Personal Licence for the sale and supply of alcohol (cost of training to be covered by College).
• Enthusiasm for delivering outstanding customer service and the ability to keep calm under pressure.
• Effective communication skills, with experience in appropriately dealing with a diverse customer base.
• Honest, trustworthy, and aware of the need for confidentiality.
• Courteous, approachable, efficient and diligent.
• Excellent time management and organisation skills.
• Problem-solving attitude with a flexible and ‘can-do’ approach.
• Strong team player able to collaborate effectively with team members and work independently as required.
• Smart appearance and high standards of personal hygiene.
• A good understanding of written and spoken English.
• Physically fit (for cellar work).

Training and Development:
As part of the process of achieving the department’s objectives, we are committed to training and developing our staff. You will be provided with all the relevant statutory training required for you to carry out your role safely. Any further training requirements which will aid your personal development will be discussed with you at an appropriate time.

Remuneration and Benefits

Hours of Work: 37.5 hours per week on a shift system covering seven days, including evenings and weekends.

Salary: Highly competitive.

Holiday: 26 days per annum plus public holidays (34 days in total).

Pension: Membership of the College contributory, final salary pension scheme after a qualifying period.