

JOB *description*

Job Title:	Food and Beverage Supervisor (Deli)
Accountable To:	Deli Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focused on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Deliver an exceptional deli service for Moddershall Oaks guests. Ensure complete guest satisfaction by maintaining an exceptional standard of delivery and professionalism. Provide a high-quality service at all times whilst preserving a level of guest privacy. Complete all cleaning and preparation to ensure a smooth service at all times. Support the Deli Manager with order management, new starter training delivery and deputise in their absence.



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Principal Accountabilities

1. Lead by example and act as a role model for team members, maintaining excellent understanding and product knowledge of Moddershall Oaks to deliver a 5 star first-class service around all outdoor spa areas and the Relaxation Lounge.
2. Proactively take guest orders, completing pool runs every 15 minutes and ensuring awareness of all Deli areas to improve efficacy and anticipate guest needs.
3. Follow and encourage sanitary practices for food handling, general cleanliness, and health and safety, to ensure compliance with operational standards and company policies. Report any maintenance issues through the appropriate channels.
4. Ensure consistent high quality of food preparation and service following standards and specifications, whilst also paying close attention to portion control and quantities of preparation to minimise waste. Ensure all wastage is correctly recorded.
5. Check identification of guests to ensure they meet the age requirements for purchasing alcohol, liaising with operational managers regarding any concerns.
6. Be extremely sales focused, paying attention to sales performance and upsell opportunities. Encourage and motivate team members to upsell, and assist the Deli Manager to communicate regular progress updates to the team.
7. Deliver training to new team members as per the structured training plans. Support the Deli Manager in keeping training plans and handbooks up to date with all changes as they occur.
8. Assist with regular stock takes of food, drink, equipment and sundries, monitor stock levels, estimate stock requirements and place orders using the appropriate channels and processes.
9. Handle complaints in a professional manner, providing appropriate solutions and seeking operational management support where complaints require escalation. Keep the Deli Manager apprised of all complaints and resolutions.
10. Take pride in the overall organisation and presentation of the Deli, ensuring cupboards and displays are clean and tidy, and pricelists and posters are up to date.
11. Maintain effective communication and positive working relationships with other departments to foster and promote a cooperative and harmonious working environment.
12. Support the Deli Manager with rota management including holiday and absence cover when needed.
13. Deputise in the Deli Manager's absence with support from surrounding operational management.

General requirements



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- Work diligently within the best of your ability to ensure you meet the requirements of your job description.
- Always seek to continuously improve.
- Participate in internal/external meetings and training as required.
- *Positively participate in one to ones and appraisal.*
- *Ensure that all relevant policies, procedures and working practices are adhered to at all times.*
- *Work in accordance with Moddershall Oaks' culture, values, aims and objectives.*
- *Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business.*
- *Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate.*
- Undertake any other duties that may be required from time to time.



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Person Specification		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Level 2 Food Safety and Hygiene qualification	Essential	Application
Allergen Awareness qualification	Essential	Application
Proven Experience		
Experience of a similar role	Desirable	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of guest care, taking and delivering accurate food and beverage orders	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview
Some knowledge of sales and marketing techniques	Desirable	Interview
Knowledge of health and safety procedures, or able to quickly learn these	Essential	Interview
Able to work as a motivated team member	Essential	Interview
Time management, able to achieve deadlines	Essential	Interview
Excellent verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview



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Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late evenings, weekends and bank holidays	Essential	Interview
Able to organise own transport to and from work	Essential	Interview

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date:

