



Job Description

Job Title:	Restaurant Supervisor
Accountable To:	Restaurant 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 focussed 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

To support the Restaurant Management Team in ensuring the restaurant remains a special place to be, and continues to uphold its excellent reputation in Staffordshire.

You will lead by example, take ownership of shift operations as directed, and ensure guests experience seamless, exceptional service.





Principal Accountabilities

1. Support the daily operation of the restaurant, ensuring smooth and efficient service.
2. Supervise the team on shift, motivating and guiding them to uphold service standards.
3. Act as a role model to team members, setting standards in presentation, hygiene and professionalism.
4. Promote a positive working environment and encourage team spirit.
5. Assist with monitoring stock levels and replenishment needs.
6. Handle guest queries and complaints calmly and efficiently, escalating when necessary.
7. Ensure pre-orders are checked and communicated accurately.
8. Help maintain cleanliness and readiness of the restaurant and bar areas.
9. Support the team in the absence of more senior management, taking on delegated responsibilities.
10. Ensure opening, handover, and closing duties are carried out effectively.
11. Ensure till systems are used appropriately, highlighting any issues or updates needed.
12. Contribute to maintaining high health and safety, cleanliness, and food hygiene standards.
13. Assist in reporting maintenance issues promptly via the Web T Card system.

General requirements

- 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 be required.





Person Specification

Job Title: Assistant Restaurant Manager		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Hospitality qualification	Desirable	Application
Level 2 food safety and hygiene qualification	Essential	Application
Allergen awareness qualification	Essential	Application
First aid certificate	Essential	Application
Proven Experience		
At least one years' experience in a supervisor or management role within a high-end restaurant	Essential	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of managing customer service including customer relations and complaints	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview/practical assessment
Some knowledge of sales and marketing techniques	Desirable	Interview
Able to motivate a team and motivate others outside the team to deliver an excellent service	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview





Problem solving skills – able to work on own initiative	Essential	Interview
Good IT and administration skills	Essential	Interview/practical assessment
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late nights, weekends and bank holidays	Essential	Application/Interview
Able to organise own transport to and from work	Essential	Application/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: _____

