

Restaurant Supervisor 16-32 hours (2 positions)

Job description

This is a fantastic career opportunity to work at Tatton Park in Cheshire. An award-winning heritage attraction with 800,000 visitors a year.

Tatton Park Enterprises LTD provides the contracted catering for Tatton Park. The business operates across The Stables Restaurant, The Gardeners Cottage Tearoom and Corporate Buffets to the Mansion House.

The Gardeners Cottage was previously awarded the prestigious title at the "Cheshire Life Food and Drink Awards 2017, for the Best Tearoom/ Café of the Year.

At Tatton Park we offer a quality hospitality experience, reflecting the best in British food, using high quality fresh produce: where possible locally sourced British ingredients. This includes Tatton Parks Estate reared and grown produce including Venison, Pork, Rare Breed Lamb and Beef with Seasonal Fruit and Vegetable from the historic Walled Kitchen Garden.

We have a great and community and family feel working environment, many of our team have been here for decades throughout collage/university with lots of opportunity for staff to be promoted and develop many skills within the catering areas. Our passion for passing on new skills, supporting the development of our team members has been a success we wish to continue as the business grows.

Role Purpose Statement:

To assist in the smooth running of Front of House in the Stables Restaurant and Gardeners Cottage Tearoom.

To deliver 5-star customer service and continually strive for perfection and high levels of personable customer satisfaction.

Support staff training whilst motivating the team for daily service.

Main Accountabilities:

- Assist the Catering Operations Manager in maintaining customer food and drink displays, maintain stock levels of all produce and presentation standards throughout the team. Focus on growing sales and supporting customer service.
 - Resource Planning / People Management skills are a must.
 - To adhere to Department Budgets to deliver both food and staffing to the budgeted levels as required.
 - Arrive on duty and use signing in procedures in accordance with the roster and standards of appearance as set out in the employee handbook.
 - Review rota on daily basis and make informed decisions with regards absence and staffing ensure communication to all parties required.
 - Maintain high levels of personal hygiene and appearance ensuring the catering assistants follow requirement.
 - A motivated and caring person with strength in delegation, time management and complementary communication skills, with a passion for excellent customer service.
 - Follow the instructions of the Catering Operations Manager to ensure the smooth running of the Front of House areas and always maintain levels of hygiene standards and HACCP regulations.
- Experienced in, Leadership skills with a motivational attitude towards building teams, training in customer service, basic food hygiene and stock management (ordering and stock rotation)

- Follow instructions, guidance, and the law in maintaining daily written records with regards to health and safety, food safety, Allergen control measures, Natasha's Law and HACCP.

Service Delivery / Operations:

- Ensure breaks are planned and executed to ensure minimum disruption to the customer experience, time management.
- Maintain daily cleanliness in all Front of house areas including all equipment and storage areas. Delegate cleaning of shared staff facilities.
- All cashing up and banking procedures.

Health and Safety Compliance:

- Ensure all company policies and procedures are followed at all times.
- Attend Fire Training, Health and Safety Training as specified by TPE Management

Job Types: Part-time, Permanent

Part-time hours: 16-32 per week

Salary: £11.49 per hour

Benefits:

- Company pension
- Discounted or free food
- Employee discount
- On-site parking
- Store discount

Schedule:

- 10-hour shift
- 8-hour shift
- Day shift
- Weekend availability

Supplemental pay types:

- Bonus scheme
- Performance bonus
- Tips

Work Location: In person