Lincoln's Inn

Job Description

Job Title: **FOH Supervisor**

Department: Catering

Reporting to: Event Operations Manager /FOH Manager

Responsible for: Hospitality assistants and agency staff

Post Objectives

To supervise lunch operations in hall and offer supervisory support in the planning, preparation and running of events across the Inn. Ensure great service is given by waiting staff as expected by Lincoln's Inn Members, Benchers and external clients.

Main Duties

The following list of duties is indicative of the nature of the post:-

- Supervise the team for the set up and operations of morning meetings, daily lunch and afternoon committee set ups and evening events.
- Assist FOH Management with the administration of the department, staffing lists, dietary maps, briefing documentation equipment, mise en place lists in a timely manner.
- Ensure communication with laundry in relation to requirements for the week ahead.
- To supervise dinners up to 50 guests and receptions up to 100 if required as directed by the FOH Management.
- To brief and supervise the waiting staff ensuring dietary and allergens information communicated prior to service for both lunch and events.
- Organise and book agency staff in consultation with Event Operations Managers to ensure lunch and events are staffed to correct number and at appropriate times for service.
- Conduct the monthly FOH stock takes report for FOH Management to review.
- Liaise with the housekeeper to ensure that accommodation is cleaned where required and to standard. Ensure SOP's are followed.
- Assist the FOH management in reporting and highlight any maintenance issues in all areas in a timely manner.
- Conduct weekly catch ups with hospitality assistants to ensure wellbeing and happiness at work.
- Carry out any reasonable task as directed by Management.

Additional Information regarding the post

- Wear the correct standard of dress or uniform at all times.
- Undertake training and development activities appropriate to the purpose of the post.

- The Inn has various venues on its estate. Due to business needs you maybe asked to work in any of these areas and therefore duties will vary accordingly.
- The standard hours for this post are 40 per week, 5 days out of 7. This includes a one hour paid lunch break. Actual hours of work will be determined by business requirements. Overtime will be necessary in busy periods. This is paid at the standard rate of the position.
- To be prepared to work flexibly and change work methods and shift patterns or sections to help ensure the smooth running of FOH operations.
- This job description is a guideline only and not exhaustive. This is a working document that may be added to or amended at any time.
- Ensure all Inn and Statutory regulations pertaining to Health, Safety and Fire are adhered to at all time.
- Ensure a high standard of personal hygiene and presentation complying with the Inn's policies.

Person Specification

Job Title: FOH Supervisor

Department: Catering

Criteria at application stage

The following criteria will be used to shortlist applicants for interview. Please detail how you meet criteria 1-8

1.   Experience of leading/supervising others within a catering environment.

2.   Experience of working in hospitality, providing a great customer service to a broad range of customers.

3.   Experience of working successfully in a team.

4.   Experience of organising a range of events from small to large scale maybe in a unique venue.

5.   Highly motivated, able to use own initiative, have a can do attitude and demonstrate honesty and integrity in everything you do.

6.   Basic IT skills including basic skills in Word, Excel & Outlook

7.   Excellent organisation & communication skills.

8.   Desire and ability to learn and demonstrate understanding of the unique protocols of an established institution

9.   Passionate about people and service.

10.   Attention to detail and ensuring work is conducted to a high standard.

11.   Confident and good communicator and passionate about developing productive relationships.