



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

TITLE:	Food & Beverage Supervisor
DEPARTMENT:	Food & Beverage
RESPONSIBLE TO:	Food & Beverage Manager
RESPONSIBLE FOR:	Food & Beverage Assistants

Job Purpose

To serve all food and beverage as required by hotel standards. Maintain over all levels of courtesy, service and cleanliness of the Bar and Lounge areas.

Main Responsibilities/Key Tasks

- To ensure exemplary hospitality to the guest and staff, at all times.
- Ensure orders of food and beverage are served promptly in accordance with hotel standards.
- To ensure all stock levels for food and beverage are held at the required level and that adequate mis-en-place is available for each shift in the bar.
- To ensure liquor control is strictly maintained at all times and all ullage, transfers and requisitions are correctly completed as per hotel standards.
- To ensure that the team takes every opportunity to pro-actively act upon up selling, ensuring minimal wastage within the food and beverage areas.
- To be fully conversant with systems and supervise the collection of all monies and ensure that all guest bills are posted correctly.
- To ensure that the team work to an agreed rigid cleaning procedure.
- To ensure that all staff are deployed as per the business requirements.
- Act upon opportunities in and outside of your department taking ownership to remedy guests and colleagues needs. In the absence of your manager to take responsibility to ensure that the department is run to the required standards.
- To ensure the bar adheres to the correct opening times and that procedures are followed.
- To ensure the Bar area is maintained to the highest standards of cleanliness and tidiness.



TITANIC HOTEL
BELFAST

- To report all maintenance faults to the Maintenance Department, and follow the remedy through. To report any loss or severe damage to management.
- To be responsible for cashing up and closing the bar.
- To attend and contribute to all daily/weekly team meetings in the absence of the Bar Manager/F&B Services Manager.
- To carry out on job training when required with members of the team.
- To assist the Bar Manager with the development of the team.
- To develop and maintain good working relationships with all departments in the hotel.
- In conjunction with the Head of Department ensure each new member of the team receives a departmental induction within their first week and attends a company orientation within their first four weeks with the company.
- In conjunction with the Head of Department carry out appraisals/job chats as per the company appraisals system.
- To be fully conversant with disciplinary procedures and all other relevant human resources practices e.g. sickness/absenteeism.
- To attend all relevant training as and when required.
- To ensure that all standards relating to security are maintained with emphasis on the following:
 - Liquor Stocks;
 - Hotel Equipment;
 - Bar Keys;
 - Bar Floats;
 - Bar Glasses.
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
 - Licensing Laws;
 - Health and Safety Regulations;
 - Food Handling & Hygiene Laws;
 - Fire Regulations and Procedures;
 - First Aid Procedures.
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To be a good example of the company dress code and grooming/appearance standards – ensuring that your team fully comply with these
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Line Manager/Operations Manager.



TITANIC HOTEL
BELFAST

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

Employee Name _____
(print)

Employee Signature _____ Date _____