

THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Catering Supervisor
Responsible to: Shop Manager

Job Purpose:

- To assist in the management of the smooth and efficient daily running of the Green Café with the ability to open and close down the café.
 - Ensure that you and the front of house team deliver consistently outstanding customer service in line with company policy in order to achieve company targets.
 - Have cooking skills to produce basic food items in a clean and hygienic catering environment.
 - Assist front of house by providing outstanding customer service, preparation of hot drinks, clearing of tables, till operation and food service.
 - To be proactive with our customers to increase sales and ensure that your team deliver a proactive approach.
 - To actively promote the “Loft” as a venue for meetings, private parties / meals.
 - Constantly find ways of improving your department and motivating your staff to achieve agreed company targets and objectives.
 - Ensure compliance with all Health & Safety, Environmental Health and Trading Standards Legislation.
 - To promote staff ownership and accountability to create a positive and enjoyable working environment.
 - To contribute to the success of Millbrook as a whole.
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Key Accountabilities

1. People

- Confidently acknowledges all customers & delivers exceptional service
- Behaves in an approachable, helpful & smiley way
- Takes pride & enjoys working for Millbrook
- A proactive approach to sales

2. Positive Approach

- A “Can do “ Attitude
- A willingness to learn & develop
- A friendly, enthusiastic & approachable manner
- Positive, open & honest communication at all times

3. Professional & Efficient

- Follows all company policies & procedures
- Takes ownership & responsibility
- Takes responsibility for own health & safety & for colleagues
- Behaves & acts in a way that contributes to the overall success of Millbrook
- Uses time effectively & prioritises workload to ensure targets & deadlines are met

4. Profit & Growth

- Aware of company goals & takes personal responsibility to help achieve them
- Positively influences Gross Profit by helping to minimise wastage & being careful with company resources

- Understands set personal objectives & focuses on what needs to be done to make them happen.

5. Leadership skills

- Leads by example & supports team members' development through advice & coaching
- Encourages whole team to contribute
- Uses appraisals & performance reviews to link individual objectives to company business plan
- Gives timely constructive feedback to achieve constant improvement & address poor performance
- Identifies training/coaching needs, & ensures they are addressed
- Listens to & involves people in achieving company goals
- Communicates clearly in all directions & creates a positive working atmosphere
- Day to day planning to achieve company objectives
- Shows by example how all can positively influence Gross Profit

Key Performance Indicators

1. Financial Targets Achieved:

- Sales in line with Company forecasts
- Wastage no more than 3%

2. Customer / Recognition Targets Achieved:

- Customer numbers achieved
- Number of covers per day achieved
- Customer average spend achieved
- Customer feedback score exceeds 1.5 in every area
- GCA Inspection targets achieved
- Mystery Shopper catering target scores achieved
- Health & Hygiene standards achieved

3. People Targets Achieved:

- Staff Attitude Survey satisfaction target achieved

Signed by Job Holder:

Print Name:

Signed by Job Holder's Manager:

Print Name:

Date: