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| Title | Kitchen Supervisor |
| Location | Maryport Marina |
| Section | Catering and Entertainment |
| Seasonal | Initially - 1st April – 31st October |
| Hours | To be decided |
| Salary | £ Negotiable per hour, depending on experience |
| Responsible to: | General Manager |

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| **Job Aims** |
| The role is to successfully run the café and ensure customers’ expectations of food, beverage and customer services is met. Directly responsible for all kitchen functions including food ordering, preparation and maintenance of quality standards; sanitation and cleanliness; preparation and cooking of agreed menu. |
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| **Main Duties** |
| * To set and maintain, the highest standards of customer service in the café * To take responsibility for the preparation, presentation of the food and beverage offered for sale and completion of admin duties. * To be responsible for the monitoring and control of stocks and wastage, undertaking stock takes at regular intervals with the assistance of the management team. * To work with the management team on the preparations of costings, menu, functions, opening times, etc. |
| **Health and Safety** |
| * Comply with all health and safety policy, measures and legislation * Ensure the safe operation of the café and use of equipment in a safe manner. * Maintain the security of the café and equipment * Assist with Risk Assessments and method statements where required * Apply first aid when necessary appropriate to your skill level. * Report all safety matters to the manager. |
| **Financial** |
| * Operate an effective receipt of payments system * Ensure all cash and card transactions are completed according to company procedures * Work with the management team to provide an effective and efficient ordering system |
| **Customer Service** |
| * Assist with customer enquiries * Welcome customers and ensure their orders are processed efficiently * Do everything within reason to minimise customer complaints and maximise customer satisfaction. |
| **Café Operations** |
| * Ensure all administration, documentation, logs and records are compiled, updated and stores as per company procedures. * Remove litter from and maintain all areas in good, clean and serviceable order * Notify the Manager of any site problems |

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| **Person Specification** |
| **Essential** |
| 1. Must be punctual, with a professional outlook, able to work under own initiative without supervision. 2. Basic Food Hygiene Certificate 3. Good customer service skills with drive and enthusiasm to achieve aims 4. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance 5. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business. 6. High energy levels with cheerful disposition and the ability to work under pressure. 7. Previous catering experience |
| Desirable |
| 1. NVQ in catering 2. Experience in running or managing a small café 3. Must be able to demonstrate attention to detail |
| Please note this is a small team and requires everyone to take an active role in providing a high standard of service for all our customer. |