



JOB DESCRIPTION

Position: Restaurant Supervisor Department: The London Carriage Works
Reports to: Restaurant Manager Salary/Wage: From £6.50 to 7.00 per hour
(dependent on experience)
Hours/Contract Type: Full Time

Job Summary

To wait on in the restaurant, working as a team to take orders, set, serve and clear tables and deal with the exchange of bills and money.

As a Supervisor you are an important member of the team. You will have contact with the customer during their dining experience, it is essential that you are polite and courteous when you welcome them into the restaurant, during the service of the meal and answer queries or complaints from customers.

It is extremely important that you lead the team to ensure they provide polite and efficient service at all times to maintain the exceptional standard of service and quality that we have at The London Carriage Works and hope street hotel.

Duties and Responsibilities

- To hit all financial targets.
- To lead the team on each shift and ensure the company service standards are upheld.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Present menus to customers and answer questions about dishes and make recommendations.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Serve food and/or beverages to customers; prepare and serve specialty dishes at tables.
- Check customers are enjoying their meals and take action to correct any problems.
- Work closely with other team members to ensure excellent service is provided to all customers.
- Take directions and guidance from managers.
- Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Prepare checks that itemise and total meal costs using the Micros Point of Sales system
- Stock service areas with supplies such as coffee, food, tableware, and linens.

Minimum Qualification Required: English/Maths O Level/GCSE or equivalent
NVQ level 3 or equivalent
One years experience in a similar restaurant