

Customer Services Supervisor (Hospitality)

JOB DESCRIPTION

Job Title:	Customer Services Supervisor (Hospitality)
Department:	Catering
Location:	Mill Café / Mill Outside Events
Responsible To:	Customer Services Manager (Hospitality) & Commercial Catering Manager
Responsible For:	Café Assistants / Café Volunteers / Kitchen Porters
Salary:	£25,500 FTE

Job Summary

The Customer Services Supervisor (Hospitality) will work as part of a busy team of front of house staff. Working closely with the Commercial Catering Manager and Customer Services Manager (Hospitality) to develop the catering department and front of house service. Have the ability to supervise the busy café & outside catering front of house operations and optimise profit, whilst remaining consistent with the Hospice ethos and The Mill Café community & commercial focus.

Main Duties and Responsibilities

Duties include:

- Supervise The Mill Café & The Mill Outside front of house operations and food service operations in the hospice, ensuring staff are effectively deployed, allocating daily tasks on duty days.
- Promote and maintain high standards of food service presentation, ensuring a welcoming clean, safe and hygienic environment
- Supervise the staff & volunteer team at the café & events, providing instruction in food service tasks. Supporting with all relevant training of staff in the department
- Carry out regular checks of front of house equipment and premises to ensure safe and good working order. Report faults and arrange maintenance as required.
- Running service in an efficient and smooth manner even through extremely high levels of business. Dealing with any customer complaints and seeking to resolve them.

Main Duties and Responsibilities

- Ensure that the café EPOS system is up to date & reports sales accurately
- Ensure that records are kept of all regular cleaning and maintenance. Ensuring that newly delivered supplies are checked, stored and rotated according to procedure.
- Undertake Cash collection from customers. To undertake daily financial requirements including floats, cashing up, reconciliation and balancing of monies and that all records required for Finance are returned accurately in agreed timescales.
- Maintain good relationships and communication with staff in all departments, volunteers, patients, customers, and board members. Maintain patient confidentiality and communicate with sensitivity and integrity at all times
- Represent the Hospice positively at outside events, meeting and functions.
- Ensure the efficient and economic use is made of all resources, make recommendations for cost savings and efficiency improvement
- Attend and contribute to regular staff sessions including attending mandatory training, participate in annual performance reviews, undertake and utilise training and development required for the post to enhance working skills and knowledge of self to improve service delivery & customer service.
- Adhere to Health & Safety and Food Safety Regulations, Hospice and relevant external, policies, procedures, standards and codes of practice, and best practice in food handling.
- Report any accidents and near misses in line with the Hospices Accident Reporting Policy.

VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.



PERSON SPECIFICATION

ESSENTIAL

Qualifications

- A driving license and ability to drive a transit van

Relevant Experience

- Supervisory experience in a customer facing environment
- Awareness of HACCP and COSHH.
- Relevant experience of operating & programming an EPOS system
- Experience of cash handling

Key Skills & Abilities

- Good communicator with all sectors of society
- Good staff supervisory skills
- Well-developed interpersonal skills with ability to motivate and influence individuals and teams.
- Ability to delegate when appropriate, able to organise and deal with multiple tasks, allocate work effectively and respond quickly to changes in demands
- Self-motivated and able to use own initiative to work independently, but flexibly as part of a team. Works well under pressure.
- Commitment to quality standards and excellent customer service..
- Commitment to the Hospice's Aims
- Display Hospice values & behaviors at all times & actively promote them in others.

Other

- Sufficient personal resources to work effectively in a palliative care setting
- Flexible with regard to working hours across a 7 day week - able to work extended hours at peak times, within reason.

DESIRABLE

- Qualified or willing to be qualified in First Aid at Work
- Basic Food Hygiene Certificate
- Catering NVQ or Customer Service NVQ

- Supervisory catering and hospitality role within a 4 or 5 star commercial catering operation
- Working in a catering operation for large events

- IT literate with working knowledge of Microsoft Office, Word and Excel and social media