

Job profile; MPW Restaurant Supervisor
Hours of work; 40 hours per week
Working days; Monday- Sunday, 5 out of 7, as per rota
Reporting to; MPW General manager

Job Overview

The main objective of the role is to support the MPW general manager and MPW assistant manager in the running of the Marco Pierre White restaurant, ensuring the guest experience is always to a high standard. To offer supervisory support to the team, helping with training and development of the team and ensuring Black & White brand standards are met at all times.

Key responsibilities

- Leading and running both lunch and dinner shifts in the absence of the Restaurant Manager/Assistant Restaurant Manager including organising pre-shift briefs for the restaurant team and delegating tasks where necessary
- Ensuring a thorough open and close down of the restaurant is complete each time
- Ensuring Black & White brand standards are met at all times
- Cashing up and cash handling responsibilities in line with the hotels' Cash Handling Mandate
- Completing and filling necessary paperwork including restaurant shift reports
- Taking restaurant bookings and answering enquiries in a professional and timely manner
- Use of emails in a professional manner
- Managing pre-orders for groups of 8 people and more
- Maintaining cleanliness of the restaurant at all times
- Ordering stock when required
- Supporting the monthly 1:1 process with team members
- Restocking fridges ensuring at all times stock rotation is adhered to
- Ensuring a strong and resilient relationship with the Restaurant team including the Assistant Manager and Manager whilst maintaining excellent communication
- Ensuring regular communication with both the kitchen and bar teams to ensure a smooth running of the Restaurant
- During your supervisory shifts, you will be expected to maintain a close monitor on team members to ensure voids are completed correctly following the correct procedure; special occasions are catered for such as providing complimentary anniversary drinks and decorating tables accordingly
- Hotel duty management shifts
- Managing escalated customer complaints and queries in a professional manner
- Leading by example at all times
- Training and coaching new members of the team as well as existing members to ensure high level of customer care is provided in accordance with Black & White brand standards

I hereby sign in receipt of my job profile for the post of MPW supervisor.

Name:

Date:

Signed: