



The DoubleTree by Hilton Lincoln

Brayford Wharf North  
Lincoln  
LN1 1YW

## Restaurant Supervisor

### In the Marco Pierre White Steakhouse and Grill Restaurant

The DoubleTree by Hilton Lincoln is seeking to recruit a Restaurant Supervisor to join our award-winning team within our Marco-Pierre White Restaurant.

The restaurant is located on the 5th floor of The DoubleTree by Hilton Lincoln, and has successfully become an iconic 'go to' restaurant. The DoubleTree is Lincoln's only 4-star deluxe hotel located in the heart of this historic city, on the stunning Brayford waterfront. With 160 spacious guest rooms and suites, our guests can also choose to stay active in our complimentary on-site fitness center. Our newly extended hotel offers our guests stunning views of Lincoln's Cathedral from our two rooftop terraces, modern and contemporary interior décor and the opportunity to host some of Lincoln's most exciting events.

The successful candidate will be required to work shift patterns including evenings, weekends, bank holidays and other public holidays as needed.

#### **Responsibilities Include:**

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

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 inquiries 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

Occasionally ordering stock in the absence of the Assistant Manager or Restaurant Manager

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

And more!

**What we are looking for:**



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Previous restaurant experience is essential and 1 year plus restaurant supervisor/team leader experience is an advantage. The successful candidate will need to work well as part of a team and also be a strong leader to help build great customer and guest relations.

**Team Member Benefits:**

Joining our team allows you to experience the benefits that come from working for one of the worlds most recognised brands. Great training, global opportunities for progression and the ability to make a real difference to our guests and our Team. In return we will listen to you and allow you the room to grow. We also offer a fantastic benefits package including meals on duty, Family and Friends discount throughout the Hilton group and comprehensive training

If you have not received a response to your application within 21 days of submitting, unfortunately you have not been successfully shortlisted for an interview.

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**Privacy Notice:**

The information you are supplying is for legitimate interest and your information will be used for recruitment purposes only. Your details may be added onto a recruitment/HR system used by the Company to support in the recruitment process which is accessible by a third party.

If you are not successful in your application your details will be held for a period of one year or in line with the lawful time frames. During this time your details will be held securely. After this period your details will be disposed of, and you will need to submit a further application for any future interest. If you do not wish for us to keep your application on file, wish to withdraw your consent, read our full privacy notice or have your personal data erased by the Company, please let us know by contacting the Human Resources Department.