

Job Description

Role: Senior Food and Beverage Supervisor

Reporting to: Food and Beverage Manager

Who are we?

Marco Pierre White is an acclaimed chef, restaurateur and TV personality. He has restaurants across the UK under different concepts namely Marco Pierre White Steakhouse Bar & Grill, Marco's New York Italian, Wheeler's of St James's, Mr. White's English Chophouse, Koffmann & Mr. White's, Wheeler's Fish & Chips, Bardolino Pizzeria Bellini & Espresso Bar and Marconi Coffee & Juice Bar.

Where Are We?

Our hotel is next to Hull Truck Theatre and St. Stephen's shopping centre, half a mile from the city centre. We're within 10 minutes of Ferens Art Gallery, Hull Maritime Museum, and Hull Paragon Interchange rail station, with the Old Town a mile away. Along side our Marco Pierre White restaurant we also have The Lexington Rooftop Bar which serves cocktails, fine wines and champagnes alongside views of the city, and the Hotel Lounge and Bar offers light snacks. We have eight flexible meeting rooms and a 9,000 square-foot pillarless ballroom, seating up to 1,000 people.

Purpose of Role

The main objective of the role is to support the Food and Beverage 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. Supervising other food and beverage outlets is also part of this exciting role.

Passionate about food, you will care about your work and be keen to develop your skills in order to deliver the best guest experience possible.

What we would like from you

You will be an ambassador for the kitchen and MPW brand, working hard to make every guest and team member experience memorable. Passionate about food and delivering great dining experiences for your guests, you will be focused on making sure that the guest experience is the best that it can be and you will consistently support the rest of your team in delivering exceptional culinary experiences. You will have a positive attitude, demonstrate flexibility and have a willingness to learn.

Key responsibilities

- Leading and running both lunch and dinner shifts 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 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 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
 - 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
- Required skills and experience:
- Effective time management
 - Confident in customer interactions with enthusiasm and professionalism
 - Previous Supervisory experience is required
 - Manage and lead a team
 - An individual who is a great team player but can also work from own initiative
 - A reliable and responsible individual with great flexibility
 - Someone who can work in a fast pace environment
 - To be passionate about hospitality

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Who you are

You will have a friendly, enthusiastic and caring personality, be able to keep calm under pressure, be confident, organised and maintain a hands-on supervisory management approach. You will demonstrate exceptional attention to detail, a guest first approach and a real passion for great food service delivery. Able to work autonomously or as part of a team, you are motivating, encouraging and inspirational with a passion for supporting, developing and coaching others.

What Good looks like

Correctly presented to the brand standards every day, you will support the kitchen team in preparing and presenting dishes to the correct brand standards. You will be punctual, courteous and helpful, always striving to be your best whilst complying with health and safety guidelines and legislation. You will support in creating a culture of excellence and development, conducting regular coaching and training utilising all brand training and support materials.

Consistently delivering a memorable dining experience to your guests, you will ensure a high level of product knowledge ensuring that you are fully briefed and trained at all times. You will effectively contribute to the cleanliness and maintenance of the kitchen environment and adherence to food hygiene and safety procedures.

Competency Framework

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| I am creative because | <ul style="list-style-type: none"> • I think outside the box and look for ways to delight our guests and solve business problems. I am forward thinking and open to change to suit the needs of the guest, team and the business |
| I am adaptable because | <ul style="list-style-type: none"> • I am flexible and adapt quickly and positively to new situations, keeping emphasis on a balanced approach. I adapt my leadership style to suit the situation |
| I am a positive communicator because | <ul style="list-style-type: none"> • I communicate clearly and openly both verbally and in writing. I pitch information at the appropriate level. I manage conflict effectively. I participate in meetings and communicate information effectively |
| I am a confident decision maker because | <ul style="list-style-type: none"> • I make conscious decisions to take actions. I accept responsibility for making things happen. I constantly review in order to improve. I effectively delegate to get things done |

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| I demonstrate Integrity because | <ul style="list-style-type: none"> • I am open and honest, treating people fairly. I am trustworthy and respect confidences. I adhere to legal obligations |
| I am an effective Self manager because | <ul style="list-style-type: none"> • I set and strive to achieve high personal performance standards. I am organised and use a systematic approach. I manage time and resources effectively. I am motivated, self-reliant, have drive and determination to succeed. I meet deadlines and deliver agreed objectives by prioritising and managing tasks through to completion |
| I am a great Team Leader because | <ul style="list-style-type: none"> • I motivate and inspire my team to perform and ensure goals are achieved. I support, train, develop and coach others to meet business needs. I demonstrate management and facilitation skills |

What's in it for you?

Joining our team allows you to experience the benefits that come from working for the worlds most recognised brands:

Training, global opportunities for progression and the ability to make a real difference to our guests and our Team.

In return, you will have a voice within the business and the room to grow and develop. We also offer a fantastic benefits package including meals on duty, family and friends discount throughout the Hilton.

Privacy Notice (GDPR):

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.

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 permanently deleted, 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 calling 01482 755500.



Job Types: Full-time, Permanent

Additional pay:

Tips

Schedule:

- 10 hour shift
- 8 hour shift
- Day shift
- Holidays
- Monday to Friday
- Weekends

Experience:

- Supervising experience: 1 year (required)

COVID-19 precaution(s):

- Remote interview process
- Personal protective equipment provided or required
- Plastic shield at work stations
- Temperature screenings
- Social distancing guidelines in place
- Virtual meetings
- Sanitisation, disinfection or cleaning procedures in place

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all team members.

Please message: hr@doubletreehull.com