

JOB DESCRIPTION

Post: Supervisor
Department: Tate Eats
Reporting to: Department Managers
Responsible for: Waiting staff, Baristas and General Assistants

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



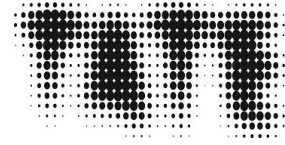
The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job: Primarily focused on Front of House day to day activities, the Supervisor is responsible for coordinating the delivery of all food and beverage functions in line with Tate Eats standards.

Main Duties and responsibilities:

- Be on-site as functions demand, acting as the person responsible for the day to day running of the outlet
- Ensure that service standards are adhered to and that standard checks are carried out in all areas on a daily basis
- Deal with operational issues effectively and efficiently as they occur
- Responsible for Waiters, Baristas and General Assistants ensuring that they adhere to company standards and procedures.
- Ensure profitability in the outlet is maximized by encouraging the team to pro-actively increase business through up selling, retailing and visual merchandising.



- Ensure that customers are greeted with a courteous service and that staff strive to exceed customers' expectations
- Ensure all till transactions are conducted within company standards
- Ensure that all products are presented to a consistently high standard
- Set up, break down and maintain cleanliness as per the outlet standards
- Act as a role model to new members of staff
- Ensure a full understanding of all food and drink served at the outlet, and that the team are kept updated too
- Participate in the monthly stock take and resolve problems as required
- Motivate and inspire all team members by providing feedback using appraisals and regular 121's
- Ensure that all complaints are dealt with correctly and professionally in a speedy manner ensuring the best outcome.
- Participate in disciplinary procedures if required.
- Ensure that the employee life cycle is followed for all staff from induction to leaver status
- Deliver job-specific training to staff and ensure that accurate records are kept up to date on training record cards
- Prepare staff rotas to budget and process timesheets accurately and promptly.
- Work together with the People Department for recruitment of new staff and ensure that e-recruitment procedures are correctly followed
- Ensure that the procedures for the safe, cashing up and cash handling are followed correctly
- Ensure that Health, Safety and Hygiene regulations are adhered to including the wearing of uniforms and restrictions on jewellery
- Communicate any issues to the Manager and team through structured briefing and de-briefing sessions
- Perform any task pertinent to the operations as directed by the Manager and as required by the operational demands of the business

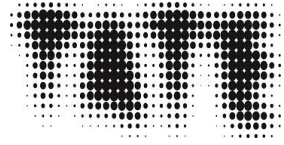
The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role



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Person Specification

Experience and skills

Essential:

- Previous experience working as waiting staff in a busy restaurant environment.
- Fluency in spoken and written English
- Passionate about Food and Beverages
- Working knowledge of Microsoft Office programs (Word, Excel) and of POS and booking systems
- Experience of conducting stock takes
- A positive member of the team conveying a professional attitude and appearance at all times
- Ability to multi-task and maintain a high degree of accuracy whilst working under pressure.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Acts as a positive role model to new and existing members of staff
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend the shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Eats

Desirable:

- Previous experience within a high-end restaurant environment
- Awareness of the requirements of Food Allergen Regulations

Key Competencies

- Pitches in and helps colleagues where it's needed
- Plans and prepares effectively to ensure delivery of the desired result
- Shows resilience and maintains composure under pressure
- Participates positively and fully in the team



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- Recognises the importance of tailoring their communication style to get better results
- Supports Tate's Dignity and Respect policy in all of their activities
- Develops better and more efficient ways of doing things
- Creates a culture and environment that encourages innovation, creativity and positive approach to change
- Learns from others



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