



JOB DESCRIPTION

Post: Host Supervisor, St Ives

Department: Tate Eats

Reporting to: Café & Events Manager

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.



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.

About the role: Contribute to Tate Eats' aim to deliver exceptional service in a fast-paced, customer-facing catering environment by ensuring a first-class experience for guests from the start to the end of their journey and by helping to maintain a welcoming, clean and safe environment.

Main Duties and responsibilities:

Host

- Greet guests at the entrance to the Restaurant, proactively identify their needs or requirements and where possible endeavour to accommodate them.
- Ensure guests are aware of the dining options available to them and/or suggest other outlets which may be more suitable.
- Play an integral part of the customer's enjoyment of their Tate Eats experience.



- Be present in the Restaurant at all times during service to ensure guests requirements are accommodated.
- Ensure that all restaurant bookings and enquiries are dealt with in a professional manner and follow up calls and emails are made promptly and effectively.
- Process booking reports from Gallery ticketing into ResDiary for daily service and ensure guest lists for evening service are kept up to date and passed onto the relevant team member.
- Promote our food and beverage offer to prospective guests and ensure pre orders are arranged and communicated to the relevant people in a timely manner.
- Effectively communicate any information regarding service, staff or guests to the Manager on Duty and present daily booking information to the team during the service briefing.
- Collaborate with the other members of the host team to ensure the smooth running of the service and efficient turnover of tables whilst maintaining a high level of customer service.
- Ensure all printed food and drinks menus and signage are accurate and kept up to date.
- Ensure the correct set up, breakdown of the Host areas and cleaning checklists are used and that Tate cleanliness standards are maintained at all times.
- Be a proactive and positive member of the Tate Eats team, willing to operate wherever help is needed.
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping.

Supervisor

- Be on-site as functions demand, acting as the person responsible for the day to day running of the business in the absence of a manager.
- 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 General Assistants, Bar Staff and Waiting Staff in the absence of the manager, ensuring that they adhere to company standards and procedures.
- Ensure profitability is maximised by encouraging the team to pro-actively increase business through up selling.
- 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.
- 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.



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- Motivate and inspire all team members by providing feedback and share this with the managers.
- 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.
- Ensure that the procedures for the safe, cashing up and cash handling are followed correctly.
- Ensure all relevant legislation and Tate standards are adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these.
- 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 and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role.

Experience, skills and competencies

Essential

- Previous experience in a fast-paced, customer-facing catering environment
- Previous experience working in a table service environment.
- Working knowledge of POS and booking systems
- Fluency in spoken and written English
- 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



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- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Ability to multi-task and maintain high degree of accuracy whilst working under pressure
- Can act 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
- Has an appreciation of health & safety, food hygiene and COSHH regulations and policies
- Some understanding of how costs are controlled and waste minimised
- Able to work on events as and when required by the business
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend your shift on your feet
- Prompt timekeeping and good time management
- Willingness to learn and develop in the role
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate

Desirable:

- Good knowledge of licensing laws and legislation
- Previous experience within a similar café/restaurant/museum environment
- Awareness of the requirements of Food Allergen Regulations



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