

Chef/Kitchen Supervisor Job Description

Job Title: Kitchen Supervisor

Location: The Forest Centre

Reports to: Catering Manager

Responsible for: Kitchen teams, (catering assistants)

Internal Liaison: Catering Manager, Forest Centre Manager, Reception Team, Forest Team

External Liaison: Public, private and corporate clients, suppliers, visitors to the Forest centre

Preparing great food. Ordering and managing stock. Managing kitchen shifts to ensure the appropriate quality of food and service is delivered to public, private and corporate clients. Ensuring compliance with Company and statutory requirements and procedures at all times. Supporting the training and development of all team members. Duty Supervisor shifts as required.

People:

- Promote the Forest Centre by continually demonstrating best practice and applying Company standards to deliver excellence.
- Represent and support The Forest Centre and all its departments (Duty Supervisor).
- Be an ambassador for The Forest Centre and The Forest of Marston Vale in all public and team interactions.
- Support the implementation of all Company initiatives.
- Support the identification of team training needs and the delivery of necessary training to team members.
- Support the delivery of new starter inductions and the nurturing and development of all team members.
- Lead the shift by communicating and motivating individuals effectively towards the achievement of objectives.
- Respond to the individual needs of team members, promoting job satisfaction and team spirit.
- Cascade information as appropriate between the management team and the front-line team.
- Communicate effectively with other supervisors and managers to ensure an effective handover between shifts and a continuity of quality and service to all clients.
- Lead by example, reporting punctually and well presented, engaging with customers and delivering to all Company standards.

Service and Systems:

- Manage all aspects of the shift to ensure that all services are ready for operation at the appropriate time and to the standard set by the Company.
- Live manage team members and facilities to achieve the best possible levels of service and customer satisfaction, responding as required to ensure Company standards and client expectations are met at all times.
- Treat all customers and clients in a polite and courteous manner and ensure

- the delivery of great service at all times.
- Acknowledge and act upon client needs in a pro-active manner, responding to both customer approaches and operational observations during the shift.
- Deal with any complaints in a positive and pro-active manner. Take appropriate follow up action and report any customer feedback to the Catering Manager or Forest Centre Manager.
- Ensure compliance with all Company procedures and statutory requirements, including Food Safety, Health and Safety, HACCP and COSHH.
- Maintain a positive attitude to Health and Safety, Food Safety and all other Company and statutory requirements. Lead by example and always demonstrate best practice.
- Lead by example, championing the Company's environmental ideals, demonstrating best practice in recycling, reducing the use of resources and minimising wastage.
- Manage and support the front-line team to ensure their responsibilities are understood and achieved.
- Appropriately manage close down operations to ensure that all areas are cleared/cleaned as required, any necessary preparation is completed and all areas are secure.

Results:

- All staff and spaces are appropriately presented before and during the shift.
- All services are available as required with appropriate stock and prep. levels to support them.
- In accordance with Company standards, all catering is well prepared, appropriately presented and delivered in a timely manner.
- Team members engage with customers and visitors to deliver great service.
- Team members are empowered to deliver an effortless experience.
- Support the Catering Manager in delivering cost targets by effective ordering, stock management/rotation and portion control.
- Support the Catering Manager in delivering cost targets by making the most effective use of team members' rotas and also by adjusting to reflect the needs of the business.
- Support the Catering Manager in delivering cost targets by minimising wastage and making the most effective use of all resources.
- Support the Catering Manager in creating and delivering tasty and profitable menus to retail and event clients.
- Pro-actively support team development and provide feedback to the Catering Manager.
- Lead by example delivering best practice at all times.
- Recommend improvements to the offer, systems and operations to support improvements to service and revenue.
- Take responsibility for Company property (including cash), ensuring best practice and compliance with Company procedures.
- Supporting the Forest Centre and its activities by undertaking other reasonable tasks as requested.