

## WINCHESTER CATHEDRAL ENTERPRISES LIMITED

### JOB DESCRIPTION

**Title:** Front of House Supervisor – Fixed Term Appointment (6 months)

**Responsible to:** Catering Manager

**Purpose of job:** To assist the Catering Manager in the provision of a high standard of service and visual presentation of food at Winchester Cathedral Refectory and Paul Woodhouse Suite for visitors, tour groups, Cathedral events, conferences and functions. Working to a rota of approximately 100 hours per month but extra hours may need to be worked during busy periods.

#### **Main responsibilities:**

1.
  - a) To liaise with the Catering Manager daily on all matters relating to front of house catering requirements for the Refectory and Paul Woodhouse Suite as necessary.
  - b) To assist the Catering Manager in the planning, development and management of functions in the Cathedral and Cathedral precinct, as delegated by the Catering Manager.
  - c) To offer a very high standard of service and customer care.
  - d) To be responsible for front of house management with the Catering Manager.
  - e) To be responsible for the day-to-day training of the volunteers.
  - f) To attain and maintain a very high standard of presentation of food at all times.
  - g) To ensure daily provision of materials and sandwich fillings are supplied, with the assistance of the Catering Manager/Head Chef, for the servery preparation area.
  - h) To manage the replenishment and display of the servery counters as demand requires.
  - i) To ensure that all food is stored, prepared, displayed and served at temperatures set down in the Food Safety Act 1990, Food Hygiene

(General) Regulations 1970 (Amendments) Regulations 1990/91 and to monitor daily temperature records.

- j) To liaise with the Catering Manager/Head Chef on daily menus and convey to volunteers the menu and Chef's Special of the day.

## **2. Control of Catering Equipment**

- a) To ensure that all front of house catering equipment is in good working order and arrange for repair, as required, with the knowledge of the Catering Manager.
- b) To maintain inventories and be responsible for the security of all equipment on the Refectory premises, Paul Woodhouse Suite and other temporary venues, while working on special functions.

## **3. Financial Awareness**

- a) To appraise the Catering Manager of any profit enhancement opportunities, eg waste control.
- b) To control the preparation of all cash for banking in the absence of the Catering Manager.
- c) To ensure that cash tills are used correctly with regards to accuracy and cash security and to record daily balances at each point of sale.
- d) To authorise payment from petty cash and travelling expenses for volunteers.
- e) To ensure maintenance of efficient portion control.

## **4. Marketing/Selling**

- a) To promote all catering services in liaison with the Catering Manager.
- b) To maximise sales by creating the appropriate standard of customer care and incremental sales whenever possible.
- c) To present a consistently high standard of presentation at the point of sale and enhance the image and standing of the Cathedral Refectory and Paul Woodhouse Suite.
- d) To maintain programmed cleaning routines.

- e) To ensure that all staff are trained in the operation of all catering equipment and safety devices and made aware of COSH regulations.
- f) To report any accidents in the Accident Book and steps taken in rectifying any problem where necessary.
- g) To be able to operate the correct fire fighting equipment and take part in fire drills and evacuation.
- h) To ensure that catering assistants, or other volunteer helpers' standards of hygiene, health and safety are maintained at all times.

## **6. Staff Management**

- a) To ensure that adequate part-time staff are available as required for front of house, which is commensurate with the agreed budget.
- b) To arrange and manage rota for front of house catering assistants.
- c) To ensure that sufficient volunteer cover is available by liaison with organiser of volunteer teams.

## **7. General**

To carry out such managerial and catering tasks as may reasonably fall within the post.