



### Job Description

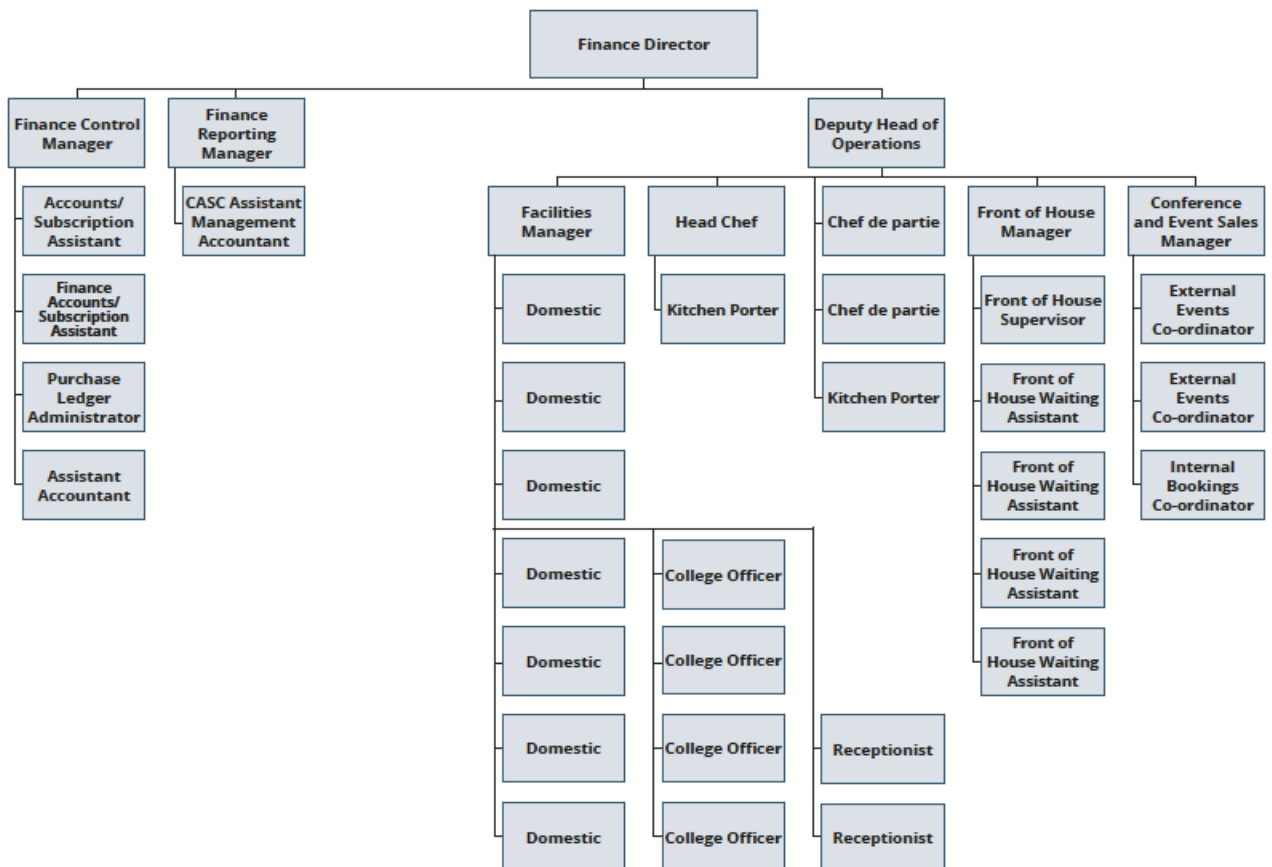
#### Section 1 - Description

**Job Title:** Front of House Supervisor  
**Location:** 232 – 242 St Vincent Street, Glasgow  
**Reports to:** Front of House Manager  
**Date:** September 2021

#### Section 2 - Job Purpose

The post holder’s key role is to ensure the College’s and 1599 Ltd Front of House catering requirements are met and carried out to a high standard on a daily basis.

#### Section 3 - Organisation Chart



#### **Section 4 – Dimensions**

- 10,000 clients served annually
- Preparation and clear up for over 800 events per annum
- Front of house Management

#### **Section 5 - Main Responsibilities and Role**

- Deliver a professional greeting to all College Fellows and Members and 1599 guests visiting the College and provide high level hosting and event management through the course of the visit. Handle any guest complaints or requests with a high degree of sensitivity and resolve through diplomacy while ensuring the Front of House Manager is made aware of any problems.
- Provide strong and decisive leadership and foster strong communication lines between College Officer and Events team co-ordinators to ensure the smooth running of events. Liaise with departmental unit administrators to ensure their catering requirements are met in full and provide guidance to all FOH staff.
- Work with the Front of House Manager to maintain and manage all bar related activities within the College, adhering to Licensing (Scotland) Act 2005 for the sale and provision of alcohol.
- Provide an alcohol consumption report for the Front of House Manager after each event and carry out a comprehensive bar stock check once a month, highlighting any discrepancies immediately. Identify potential for upselling and promotion of sales for 1599 events and rotate stock regularly.
- Assist Front of House Manager with skills analysis for all Front of House employees and contribute to training programme for all Front of House staff.
- Provide support, training and guidance to Front of House staff and together deliver exceptional service while increasing operational output with economic staff levels. Monitor performance of agency and bank staff and ensure they carry out correct College catering procedures.
- Provide feedback to Front of House Manager on staff performance for both annual and six monthly staff appraisals. Manage staff performance by coaching and developing the team - influencing, motivating and inspiring others to extend their skills and competencies to drive the business forward.
- Manage and maintain equipment Inventory of crockery, cutlery, glassware and Linen, reporting on equipment levels and any breakages to the Front of House Manager
- Assist with compilation of daily work schedule to ensure all rooms are set to the highest standard for College and 1599 events.
- Maintenance of the daily catering report, staff rota's and function sheets to ensure all requirements are met in full and informing the Front of House Manager of any changes.

- Maintain the Catering team dress code on all occasions, ensuring Front of House team's standard of dress and deportment are of the highest standard at all times.
- Work with Catering management team to identify and develop opportunities to grow the 1599 business, maximising sales at every opportunity.
- Ensure all staff adhere to food hygiene regulations, health and safety legislation and College procedures at all times.
- Undertake any other Managerial duties as requested.

### **Section 6 – Planning and Organising**

- Plan the Front of House team's daily activities with the Front of House Manager.
- Deputise for the Front of House Manager in their absence.
- Manage 1599 and College events as requested.
- Organise the set up and management of all bar activities within the College.
- Undertake Inventory check for all crockery, cutlery, glassware and linen on a monthly basis.
- Assist with trade specific training for all Front of house staff.

### **Section 7 –Decision Making**

- Deputise for Front of House Manager in their absence.
- Ascertain drinks requirements for all functions while maintaining manageable stock levels.
- Dictate the priorities for the preparation, service of food and beverages and rooms based on the events scheduled for each day, ensuring staff levels are appropriate.
- Provide solutions to issues should they arise during an event.

### **Section 8 - Internal and External Relationships**

#### **External:**

- Customers – daily
- Deliveries – daily
- Agency staff – frequently

#### **Internal:**

- Deputy Head of Operations – daily
- Front of House Manager - daily
- Head Chef – daily
- Fellows and Members – daily
- Other College staff - frequently

### **Section 9 - Knowledge, Experience and Skill Set Required**

- Excellent communication and interpersonal skills (essential)
- Evidence of strong event management for large corporate events (essential)
- Strong leadership credentials, leading by example at all times (essential)

- Personal licence for sale of Alcohol (desirable)
- Management experience in food and beverage service in a high-class establishment (essential)
- Experience in the training and development of front of house team (essential)
- Knowledge of food safety and hygiene procedures associated with food service (essential)

#### **Section 10 – Job Context and Special Features**

Due to the timing of events and functions, the post holder will be expected to work shifts that encompass early mornings, evenings and frequent weekends. A flexible approach to the role is required.