# Job Description

## 1. Job Details

**Job title:** Supervisor Conference & Banqueting and Bars  
**School/Support Department:** Accommodation Services  
**Unit (if applicable):**  
**Line manager:** Assistant Manager/Manager (Line manager employed in same unit)

## 2. Job Purpose

To supervise a team of Conference & Banqueting waiters or bar staff in food & beverage service for a range of conferences, meetings and events, students and commercial customers and other ad hoc events.

## 3. Main Responsibilities

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<tr>
<th>% of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>20%</td>
<td>Organise staff in the service of alcoholic &amp; non alcoholic beverages ensuring accurate opening and closing stocks and that regulations are being adhered to as per licensing law.</td>
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<tr>
<td>20%</td>
<td>Organise staff in the service of a range of food subject to type of event e.g. tea/coffee, weddings, VIP dinners etc.</td>
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<tr>
<td>35%</td>
<td>To assist in execution of events and function bars through allocation of duties to staff, e.g. room set up as per event schedule, menu and order of service briefing, clean down &amp; securing of all areas used.</td>
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<tr>
<td>10%</td>
<td>To assist the line manager in areas of staff attendance, on the job training &amp; ordering (where applicable)</td>
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<tr>
<td>10%</td>
<td>To ensure that all staff provide a courteous standard of service and deal with any customer/staff issues which arise during operations/opening hours.</td>
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<td>5%</td>
<td>Will undertake the above duties working on a rotational basis at any catering location and any additional duties as requested by management.</td>
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## 4. Planning and Organising

To allocate duties to all staff at commencement of shift/event to ensure consistency of catering/bar service.

To ensure maintenance of beverage stocks through regular notification to line manager of stock lines required to be ordered to support the unit.

Work in close liaison with chefs on food service to ensure speed of service both front and back of house is maintained and there is no detrimental impact on temperature of product.

## 5. Problem Solving

The supervisor will be allocated a building or range of meeting rooms to set up and service with a team of waiters. They need to resolve any issues on the ground eg a wish by a conference organiser to change a set up, agency staff not arriving on time, last minute menu changes or numbers attending a meeting or event. In all cases the Supervisor will
use their own initiative to address these issues. Any larger concerns or problems requiring a greater resource are referred to the line manager.

### 6. Decision Making

During periods of sickness or unexpected staff absence in liaison with line manager is able to respond & find a solution so as not to affect service.

In dealing with customer queries take appropriate action in order that an amicable solution is found. If the complaint cannot be resolved use judgement to escalate to line manager.

Be able to deal quickly with unexpected circumstances e.g. emergency situations, sudden increase of function numbers, change in room layout, change in function start time, running short on food due to higher numbers than expected, loss of utility e.g. water, gas etc. In all such situations and working with key contacts find a best solution/compromise.

Given the unusual nature of bars deal with any alcohol related incidents whilst ensuring that responsibilities of the University as liquor licensee are paramount in all such decisions.

### 7. Key Contacts/Relationships

Must possess the necessary inter personal skills and be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Be able to work as part of a management team and motivate staff. Key daily contacts will involve dealing with at least 3 of the following: managers, assistant Managers, supervisors, chefs, kitchen porters, store person, bar staff, C & B waiters, security and customers.

### 8. Knowledge, Skills and Experience Needed for the Job

Previous experience in the catering environment is essential within a bar/hotel/conference and banqueting environment. Whilst a formal qualification is not necessary the ability to demonstrate people management skills, customer care skills and health and safety awareness in a similar environment is essential.

Achievement of the Scottish Licensees qualification and knowledge of Scottish Licensing Law, whilst desirable it would be expected for supervisors to attain this qualification.

Through on the job training become fully conversant in the range of catering operations and attain a basic food hygiene qualification within 6 months (if not already held). There will be an expectation that a supervisory qualification would be attained within a year.

### 9. Dimensions

Supervision of between 3 – 50 staff

Provide supervisory cover for food & beverage service delivered to 10 – 200 customers daily.

Where necessary handle cash, cash up and bank daily takings between £50 - £3000.

Catering Unit key holder.

Drive van to outside catering locations.

Secure beverage stocks.

### 10. Job Context and any other relevant information

The catering/bar environment can be a physically demanding environment requiring substantial physical effort at times with heavy lifting and sometimes long periods of
A high level of flexibility is required to cover changes in services, dependant on business levels and requirements. Demands to provide services out with the catering unit and to provide function coverage, requires co-operation and must be prepared to extend working hours at short notice within limits. Supervisors must be prepared to work in any area unless specialist training has not been given.