

## ***Food & Beverage Front of House Supervisor***

**Division: Aviation**

**Location: London Southend Airport**

**Shift Pattern: 40 hours per week, over 5 days including weekend working**

**Salary: up to £20,000 per annum**

**Reporting to: Catering Manager**

### **What's the role?**

A crucial position in the delivery of the consistent, superior passenger experience. Provide leadership and development to the FOH team leaders and FOH F&B assistants, coach and challenge the team to ensure they consistently reach their full potential and deliver F&B sales growth.

### **What will I be responsible for?**

- Deliver superior customer satisfaction in all aspects of passenger interaction as a role model to the F&B wider team.
- Consistently demonstrate performance development of the F&B Team leaders, maximise their skill set, drive effectiveness and challenge their development of the F&B assistants.
- Ensure staffing levels are effective, support F&B manager in delivering the right team support at the right time.
- Demonstrate pro-active recruitment planning to effectively meet staffing demand throughout the year.
- Actively contribute to F&B achievement vs budgeted sales & P&L targets.
- Demonstrate due diligence in maintaining correct stock levels and minimising wastage.
- Adhere to all company due diligence in relation to Health Safety and Food Safety. Complete regular SHIELD Audits with the management team and ensure that the FOH F&B team deliver compliance consistently.
- Maintain and deliver high communication standards – accountable for awareness of performance and leads F&B team recognition and instigates monthly performance driving incentives.
- Immediately communicate to the staff and managers on any changes in policy or procedure
- Ensure F&B has an involved presence across all airport functions, seek feedback/updates regularly – cascade through the F&B team.
- Challenge and address any performance or behavioural people issues within the F&B team.
- The F&B Manager may also assign duties not specified in this job description depending on current business needs.

### **Qualifications and experience:**

- Food & Beverage Supervisory/Management experience is essential
- Food Hygiene Level 2/Level 2 Health & Safety
- Proven previous management experience within in the hospitality industry – up to £3m turnover.
- Have a detailed understanding of both front of house (Restaurant, Bar and café operations) and back of house (Kitchen management).
- Ability to work in a tremendously fast paced, multi – tasked environment
- Profit & Loss accountability.

### **Key Attributes:**

- An excellent leader, a guest experience role model who displays engaging people management.
- Positive attitude and a great deal of energy even under pressure.
- Demonstrated expertise in performing all roles within F&B and capability to train F&B team to a high standard of operation.
- The ability to drive consistency through large fluctuations in guest pace and expectations.
- Ability to demonstrate a good understanding of all food/health & safety compliance.
- A passion for developing and coaching people
- Demonstrated understanding and application of basic mathematical principles
- Excellent communication, inclusion and organizational skills.

### **How to Apply:**

All applications should be made in writing to [LSAHR@southendairport.com](mailto:LSAHR@southendairport.com) with:

- An updated CV
- A covering letter

**Note: For your application to be considered it is essential that you can provide a full 5 year checkable history and are able to obtain a clear criminal record check.**

Please provide details of relevant skills, experience and qualifications to support your application.

**Please be advised if you have not heard back within 4 weeks of applying, then regrettably your application has been unsuccessful.**