

## **YOUR ROLE - FLOOR SUPERVISOR**

### **Primary Role**

*To maintain continuous high standards of customer service by supporting the floor team in their role.*

### **Duties and Responsibilities**

- Have a clear understanding of customer expectations
- Ensure that the team provide a friendly, courteous, quick and professional service at all times.
- Agree and implement actions to continuously improve the customer experience
- Maintain and further enhance relationships within the immediate locality, namely residents, regular guests, repeat customers, retail and office tenants, suppliers
- Provide a friendly, courteous, quick and professional service at all times.
- Be aware of service skills and standards, ensuring these are followed.
- Have complete room, food and beverage knowledge of the products we sell. When unsure, ask.
- Work with your colleagues and create an open, friendly and supportive environment.
- Ensure that the company ethos is adhered to from top to bottom and both inside and outside the business.

### **Communication**

- Provide a clear handover during shift changes and ensure each shift is reviewed and handovers/briefings are carried out.
- Make yourself aware and notify your team of allergens, any menu changes, special requirements (including menu items and dishes), and outstanding orders or work tasks required prior to the commencement of service
- Ensure all maintenance items are logged and dealt with promptly and followed up as required.
- Ensure all stock levels are logged on a weekly basis and orders made as required.
- Treat all staff equally and remain fair and unbiased at all times
- Ensure the team are well trained, briefed and confident in their responsibilities and are given constant supervision and motivation in all aspects of their work.
- Communicate the shift notes at the end of every shift (eg - orders, HR issues, guest issues etc) on the allocated WhatsApp group

### **Financial Management**

- Ensure banking and cashing up procedures are adhered to

### **People Development**

- Build and maintain an efficient team driving them towards the goals and objectives of the business