

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Your job will be: Restaurant Supervisor

Your Manager will be: Assistant Hotel Manager

What you will be doing:

- Supervising and organising the smooth running of the restaurant and its services, ensuring that it is prepared correctly and the required standards are met at every service during the week
- Supervising a team of either Hotel or General Assistants in order to provide the best dining experience to each guest
- Assist the Hotel Management in ensuring the training and development of staff to maximise performance, aid retention and reduce turnover
- Supervising and motivating staff in all their duties to develop a highly motivated & committed team
- Ensuring the team are briefed on their daily rota for restaurant services
- Creating table seating plan for each evening meal service
- Welcoming the guests into each meal service in a friendly manner helping to create a relaxed dining environment
- Co-ordinating the aperitifs and canapés pre-dinner
- Acting as a prime contact between Front of House & the Kitchen team ensuring a seamless service whilst also covering the 'pass'
- Supervising hygiene standards across the restaurant whilst on shift complying to local legislation
- Ensuring staff are always dressed in the correct clean uniform
- Presenting at the hotel weekly welcome meeting so guest are fully briefed on hotels restaurant services along with arrangements on staff day off
- Promotion of incremental sales e.g. upselling of listed wine, drink promotions, packed lunches etc.
- Assisting with the set-up of each meal service and ensure that the restaurant area is laid correctly with daily menu cards and buffet areas are fully replenished as/when required
- Taking food orders for breakfast and for pre-ordered evening meal requests
- Ensure the restaurant is left spotlessly clean and all preparation for the next service has been completed after each shift
- Adhering to all Health & Safety practices including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- Attending the weekly staff meeting; ensure that all staff are fully briefed regarding the following weeks arrivals and other important information such as dietary requirements, special requests
- Ensuring all hotel entrances, fire exits and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Assisting with any other duties as requested by Management team – bar, housekeeping or reception shifts
- Completing weekly reports, including restaurant supplies and stock takes
- Promoting any company run event to your guests with knowledge and passion
- Assisting with the cleaning and closing down of the hotel, both interior & exterior including staff accommodation at end of season ensuring all company property is packed, stored, labelled and inventoried correctly

What type of person are we looking for:

- Experience in restaurant management (essential)
- Previous staff supervisory experience (essential)
- Customer service experience
- Enthusiastic, lively, sociable, friendly and a team player who possesses excellent communication and problem solving capabilities with an eye for detail
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours

Our Company Values:

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.