



**Job title: Front of House Supervisor**

**Main purpose of job:**

A team player who is driven and ambitious and will lead the front of house team. To help the Venue management in the running of our weddings & events. To deliver excellent customer service at all times.

**Key responsibilities**

People – Respect other roles and parts of the business, we are all working towards a common goal.

Customer service – Deliver the companies stated mission with exceptional service and venue standards for the bridal party, their guests plus new prospective clients.

System and process – Full compliance of all operating controls, SOP's, policies, procedures, and service standards.

**Department:** Operations/Weddings

**Position reports to:** *Venue Manager*

**Position is responsible for:**  
*Leading the Front of House team*

**Main duties**

- Lead our food service team
- Provide assistance to Chefs, Bar Manager & Venue Managers
- Oversee the setting up of the function room including décor (oversee the set up team) glassware, service ware, linen.
- Supervise the setting up and deliver of breakfast, buffet as and when required.
- Greet and welcome guests and respond to their requests in a courteous and friendly manner.
- Offer guests a friendly and welcoming service

### Person specification

Factor	Essential?	Desirable?
<b>Qualifications</b>		
<b>Relevant experience</b>	Experience working in hospitality	Experience working in weddings Experience working as a supervisor
<b>Aptitude, skills and abilities</b>	<ul style="list-style-type: none"> <li>• Must be a reliable worker who is able to perform routine tasks without supervision</li> <li>• Strong attention to detail required</li> <li>• Organisation</li> <li>• Pride &amp; passion</li> <li>• To be a role model</li> <li>• Ability to communicate, and connect with employees, clients and management and take direction</li> </ul>	
<b>Personal attributes</b>	Team Player Communication Pride & passion Astute Flexible Proactive	