



Selwyn College Cambridge

Café/Bar Supervisor

Job Description

Job title:	Café/Bar Supervisor
Department:	Bar/Catering
Reports to:	Bar Manager
Working pattern:	37.5 hours per week to a schedule agreed with the Bar Manager
Contract:	Permanent, subject to six months' probation

Purpose of the role

Assisting in the daily management of the College Café/Bar to provide the best possible customer experience. When the Café/Bar is closed, assisting the Butler and Hall Supervisors in maintaining a good food delivery service in the Servery and Hall. This will involve assisting with the front of house and cafeteria operation to provide and maintain the smooth running of the food and beverage service for all internal and external functions. Actively engage with Fellows, students, guests, staff and visitors, exceeding expectations and ensuring all aspects of service provided are effectively delivered.

The Café/Bar Supervisor will report to the Café/Bar Manager to fulfil our objectives.

Key duties and responsibilities as Café/Bar Supervisor

- Proactively deliver a dynamic food and beverage offer to ensure that our drinks, food and service exceeds our customers' expectations.
- Adhere to Café/Bar service standards, control processes and procedures and ensure they are maintained at all times.
- Assist the Manager to stay within annual budgets and maximise profitability by controlling costs and maintaining department budgets.
- Organise and run remote bars for external and corporate events.

- Provide a high level of customer satisfaction, maintaining a professional and efficient manner to provide a positive impression of Selwyn College.
- Monitor the storage, condition, quantity and report breakages of tableware, glassware, equipment and assist with stock takes.
- Requisition daily goods with the Stores Supervisor and Butlers to ensure stock levels and displays are maintained.
- Management of floats, handling cash and cashing up the tills at the end of each shift, reconciling necessary paperwork.
- Attend all in house training, self-appraise personal standards in all areas of the bar highlight any training requirements (barista, hygiene, customer service) to line manager.
- Adhere to staff rosters, provide cover for team members during absence and cover when necessary, holidays, College, promotional events, seasonality and business levels.
- Maintain specification sheets records for all areas, including event preparation, security procedures and checklists for clearing up after events.
- Ensure the College's licensing hours are strictly adhered to.
- Diffuse tense situations to prevent possible safety or legal issues, liaising with the Duty Porter to eject unruly persons, if needed.
- Ensure cash procedures are adhered to and strictly monitored, including preparation, calculation of beverage bills and cashing up of tills.
- Develop and maintain professional relationships with internal and external customers.
- Annual Snowball, assist with supervising, setting up arrangements and smooth operations throughout the event.
- Be a point of contact in the Café/Bar manager's absence.
- Undertake any other reasonable duties as may be required by the Café/Bar Manager.

Health & Safety:

- Maintain high standard of health and safety and hygiene and ensure that the cellar and storage areas remain clean and tidy at all times.
- Monitor and adhere to the College's Food Safety policy, completing and recording hygiene checks and audits.

- Ensure stock and equipment is correctly stored within HSE guidelines and adequate stock levels are maintained. Report all failures immediately
- Follow advised safe working practices when lifting and carrying.
- Safe storage of gas cylinders prior to, during, and after use.
- Safe disposal of general and recyclable waste.
- Report safety hazards, maintenance issues, accidents, damage, or student incidents.
- May be asked to undertake EFAW First Aider training (desirable, not mandatory).

Key duties and responsibilities when assisting the Butler and Hall Supervisors in the Servery and Hall

- Be presentable at all times, wearing the correct uniform, and maintaining a high standard of appearance and personal hygiene.
- Cafeteria counter service, adhering to portion control levels and allergen information, as directed.
- Assist with the service of food and beverages to students, staff, Fellows and conference guests in the Diamond, College Gardens, Dining Hall, Formal Halls, Fellows' Dinners, Private Dinners and in the Master's Lodge.
- Laying up tables for daily meals and College functions.
- Clearing and cleaning tables after meals and College functions.
- Daily cleaning of areas within the Cafeteria and Dining Hall.
- Provide occasional cover for the Cashiers.
- Undertake and assist in any other reasonable tasks as instructed by the Butler.

Criteria

- Experience in a similar role is desirable
- An understanding of what amazing guest service looks like
- A great eye for detail
- Excellent communication skills
- A friendly and approachable character
- A team player, who is willing to help others to ensure service is never compromised
- Honest and reliable
- A flexible attitude
- Ability to work under instruction and in harmony with colleagues
- A smart appearance

Where you fit in the structure

