



Selwyn College Cambridge

Hall Supervisor

Role

Supervising the day to day front of house operation to provide the best service to Fellows, students, guests, staff and visitors.

Job Description

Reporting to the College Butler, the Hall Supervisor is responsible for managing activities, training, supervising and developing staff to provide the best Front of House service, ensuring that we are maintain excellent customer service.

Main Duties/Responsibilities:

Planning

- In conjunction with the Butler, hold daily morning Front of House team briefings to ensure staff understand their allocated tasks, catering requirements, standards, timings and expectations.
- In the absence or instead of the Butler, hold pre-service and/or pre-course briefings at all dinners to ensure all reporting staff are aware of standards, service style and the content of dishes (vegetarian, gluten free, allergens, dairy free etc.)
- Participate and on occasions chair morning team meetings to exchange information and plan daily/weekly events to ensure their smooth operation.
- Provide regular accurate reports for allocated areas of individual supervisory responsibility as directed by the Butler e.g. timesheets, rosters, overtime, lieu, crockery, glassware, hygiene, uniforms.
- Assist the Butler in the implementation of duty rosters.
- Provide cover during periods of staff absence and be flexible to work other shifts as necessary. Deploy and monitor staff to achieve the most efficient and cost-effective service.

- Assist the Butler to set budgets and monitor expenditure.
- Assist the Butler to plan future staffing requirements, taking into account plans for extended opening hours, new building projects and any other external economic impacts.

Management & Supervision

- Execute a courteous, professional and discreet service at all times, greeting customers on arrival to the Dining Hall and offering assistance as required.
- Direct and supervise staff and casual workers during shifts to ensure they meet appropriate and agreed standards of service and customer care.
- Delegate tasks to increase staff responsibilities and provide challenges.
- Monitor Front of House performance/service; review as a team to identify weak areas, report and assist in improving.
- Monitor food and beverage quality, service and plate presentation, to ensure that service meets customer specifications. Implement changes and/or provide additional instruction to make improvements where necessary.
- Assist the Butler in the development of appropriate department standards, control processes and procedures and ensure they are maintained by staff at all levels.
- Monitor implemented feedback systems after functions ensuring management are informed. Assist in implementing changes/new processes to remedy identified concerns/complaints.
- Manage Formal Halls; check dress codes, bookings and operations. Provide support to the Duty Porter to remove any students or guests who do not comply with Formal Hall regulations.
- In the absence of the College Butler, act as Master of Ceremonies at dinners and events, welcoming guests and organisers, being the point of contact and ensuring the best possible experience at Selwyn.

- Ensure high standards for all areas of Front of House operations are adhered too and assist the Butler in holding regular progress meetings, and dealing with issues of poor performance.
- In the absence of the Butler and/or Deputy Butler/Cellar Manager, assume responsibility for the security, care and control of College silver.
- Assist in the production and maintenance of specification sheets for all areas of Front of House responsibility. To include set up's, security procedures, Master's Lodge and checklists for clearing up after events.
- Identify any Front of House issues with staff and equipment; resolve and/or report daily.
- Assist in the recruitment of talented and enthusiastic people.
- Train staff to maintain high standards in hygiene, service and to meet customer expectations; encourage and support staff development.
- Assist the Butler in conducting appraisals for the Front of House team.
- Continuously assess the Front of House performance and service to identify any areas, for improvement. Discuss with the Butler and implement agreed actions.
- Adhere to the College's Food Safety Policy ensuring hygiene checks and audits are adhered to recorded and completed on time.

Health & Safety

- Conduct daily health and safety and hygiene checks to ensure that a safe environment is maintained in the Dining Hall. Report any areas of concern to the Butler or Maintenance Manager as appropriate and follow up any actions.
- Ensure weekly hygiene checks and audits are completed, recorded and handed to the Chef's Office. Report any incomplete cleaning to the Butler.
- Assist in completing and reviewing risk assessments, manual handling assessments and COSHH assessments.

The above is not an exhaustive list of duties. The post-holder may be asked to undertake and assist in any other tasks as instructed by the Butler. All employees are expected to work collaboratively to support the overall function of the Catering Department.

The post-holder will be required to attend any identified training courses to enable them to perform the duties of the post.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Where you fit into the Structure

