



Role Specification

Job Title	Front of House (FOH) Supervisor
Job summary	We are about to launch the Water's Edge as a premier fast casual dining venue on Borough's Square in Portsmouth and need an experienced and energetic front of house supervisor. The ideal candidate in this position must thrive in a dynamic environment, maintain a courteous demeanour with customers, and make effective use of quiet periods.
Responsibilities	<p>Food Preparation & Presentation</p> <ul style="list-style-type: none"> • Prepare and maintain standard recipe cards and cooking standards for menu items that are not kitchen prepared. • Establish serving and portioning standards. • Ensure that all products are consistently prepared and served according to the established recipes and standards. • Oversee the overall presentation of food, including arranging display cabinets in an appealing manner. <p>Operations</p> <ul style="list-style-type: none"> • Order all ingredients according to predetermined ingredient specifications and in correct unit count and condition. • Ensure deliveries are received in accordance with the Water's Edge's procedures. • Maintain accurate inventory records and conduct full weekly inventory count. • Control food cost and usage by following proper requisition of ingredients from storage areas, ingredient storage procedures, standard recipes and waste control. • Ensure that all equipment is kept in excellent working condition through personal inspection and by following the preventative maintenance schedules. <p>Staff Supervision</p> <ul style="list-style-type: none"> • Supervise staff and administer prompt, fair and consistent corrective action for any and all violations of Water's Edge's procedures. • Oversee the use and safe operation of all Water's Edge equipment and utensils, providing training as necessary. • Monitor staff adherence to cleanliness and sanitation requirements. <p>Customer Service</p> <ul style="list-style-type: none"> • Meet and greet customers, organise table reservations, oversee delivery service and offer advice about menu choices. • Be an ambassador and role model of service excellence. • Keep the front of house organized, clean, attractive and inviting for customers. • Respond personally to customer questions and complaints. <p>Health & Safety</p> <ul style="list-style-type: none"> • Maintain appropriate cleaning schedules for Water's Edge floors, walls, equipment and food storage areas. • Oversee cleanliness of physical food and beverage area, paying special attention to possible health hazards and safety violations. • Check and maintain proper food holding and refrigeration temperature. • Follow safety procedures, including first aid, CPR, lifting and carrying objects and handling hazardous materials. <p>Cash Handling</p> <ul style="list-style-type: none"> • Operate an EPOS till and follow established cash handling procedures.
Skills, Experience, Knowledge and Qualifications	<ul style="list-style-type: none"> • A minimum of 5 years of experience in varied food service positions. • At least 6 months experience as a front of house supervisor. • Ability to work flexible hours, including nights, weekends and holidays. • Excellent interpersonal skills to facilitate customer service and staff supervision • Cooperation and team leading skills • Resilience to thrive under pressure in a fast-paced environment • Problem-solving ability, to resolve issues as they arise • Good business awareness for achieving successful performance • Awareness of hygiene, and health and safety regulations. • Proficiency with point-of-sale software • Ability to work in a standing position for long periods of time