

 **Job description**

**Supervisor Hospitality**

**Primary Purpose:**

Reporting to F&B Management, the supervisor will be responsible for supporting the continuous development of all aspects of the Clubhouse and Castle business. The supervisor will support F&B Management and lead the F&B team by ensuring customer service excellence is consistently delivered, whilst revenues and profitability are maximised.

**Key Responsibilities:**

* Support the F&B Management with the overall management of the Clubhouse Food & Beverage operations, housekeeping and general maintenance.
* Assist in the engagement of a team of professional, motivated employees.
* Conduct pre-service briefings with F&B teams.
* Ensure all key performance indicators are monitored.
* Ensure that all team members have an extensive knowledge of all aspects of the Resort.
* Ensure that all team members comply with the hotel’s conditions of employment, procedures and policies.
* Conduct annual appraisals with your team members.
* Drive commerciality through upselling, effective rostering, manpower planning and cost effective purchasing.
* Ensure your outlets have a welcoming and friendly environment that results in it being a pleasant atmosphere for both guests and team members alike.
* Create a culture of open communication throughout your function ensuring your team are informed and knowledgeable on all relevant information.
* Ensure your team have adequate resources to do their job.
* To communicate effectively with all relevant parties in a structured and organised manner.
* Ensure Guest satisfaction monitoring is consistently carried out & deal with any Guest feedback in a responsive manner.
* Ensure that tasks are allocated & delegated in a fair manner to ensure operational effectiveness.
* Drive commerciality through upselling, menu engineering, effective rostering, manpower planning and cost effective purchasing.

**Experience & Skills Required:**

* At least 2 years’ experience working in a Hospitality setting.
* Demonstrate strong interpersonal skills to positively engage, negotiate and influence guests and team members alike.
* Be an inspirational leader & role model leading by example to motivate, nurture and coach team members to achieve their best potential.
* In conjunction with other leaders, positively support the creation of a working environment where people enjoy their work, feel appreciated, valued and respected for their contribution and recognise individual/departmental success and achievements.
* Nurture, coach, correct and direct individual improvement, performance and behaviours; where necessary utilising appropriate corrective/disciplinary processes where necessary.
* Be involved in the recruitment and individual development of team members; supporting CPD, job chats, evaluations and career progression.
* Demonstrate good communication skills by engaging in regular, frank and open discussion, meetings and reporting structures – maintaining good relations, trust and integrity across all departments.
* Lead from the front – be visible in all departments within your area, in hands on capacity when required.
* Take responsibility for own personal development & the development & succession planning of the team.
* Contribute ideas, suggestions for continuous improvement on a regular basis.

**General Requirements:**

* Good communications and inter-personal skills with a customer / member oriented approach.
* Excellent leadership & delegation skills required.
* Organisation and planning.
* Available to work early and late shifts both midweek and weekend.

You are expected to carry out your duties in a diligent and professional manner with a friendly outgoing attitude. It is important that you work together with other members of the management team to ensure that we operate a high standard of professional service and provide an enjoyable environment for members, customers and employees alike.

**Benefits:**

* Company events
* Employee discount
* Food allowance
* On-site parking

*To apply for this role, please send a cover letter along with a copy of your CV to recruitment@luttrellstown.ie.*