



Job Description

Dining Room Supervisor

The Job Description is not intended to be an exhaustive list of responsibilities but should accurately represent your contribution to the Haberdashers' Monmouth Schools. Your Job Description should be reviewed every two years as part of the Appraisal Process.

Working Hours: Monday to Friday 8am to 4pm throughout the year. Please be aware there may be some requirement for flexibility to cover morning or evening shifts.

Responsible to: The Bursar through the Catering Manager

Summary of the Role:

To be responsible for the management and co-ordination of the successful service of all food provision within the school to pupils, staff, parents, guests and visitors to agreed standards. To provide an efficient and professional dining room and internal and external hospitality operation that provides customers using the catering services at Monmouth School for Boys with the highest possible standards of service.

Areas of responsibility within the School

The Dining Hall, the Servery Area & Ancillary Rooms, the Dishwash Room, Sixth Form Café, Internal & External Hospitality Functions, Sports Teas Front of House, Parents Teas Front of House.

Main Duties and responsibilities

1. To be the primary contact for the Dining Room Team.
2. To be part of a duty rota for callouts.
3. To build a good rapport with customers (pupils and staff); helping them, when appropriate, to choose their meals.
4. To ensure that the department operates at maximum efficiency.
5. Using a set of pre-service checklists that ensures that all areas, whether within the main servery area, dining hall or at a function, are fully resourced and ready for the service to commence.
6. To arrange the weekly rota to cover effectively ensuring that all services throughout the week are fully covered.
7. To ensure that the team are aware of their duties throughout the day.
8. To ensure that all areas within the dining room, servery area and dishwash area are spotlessly clean at all times and that appropriate cleaning schedules are completed including spot cleaning throughout the service periods.
9. To ensure that all the marketing for the dining hall and servery areas for all services including the weekly and daily menus, the individual dish identity menu displays, the soup identity signage, the healthy eating displays and any other marketing are displayed as required.
10. To ensure that all Dining Room staff wear their correct uniforms at all times to the agreed standard.
11. To collect in the fully completed team timesheets for the Catering Manager on a monthly basis.
12. To ensure that the servery counters are kept fully replenished throughout the entire service periods.
13. To ensure that there are sufficient and clean trays, plates and cutlery throughout the service period.

14. To ensure that all dirty cutlery and crockery are removed from the dining hall as quickly as possible.
15. To ensure the delivery, as part of the team, of hospitality catering (meetings, functions such as Governors lunches, Parents teas, Summer Balls etc) around the School at various times and locations throughout the year. Ensure that any hospitality is delivered on time to the correct location.
16. To organise the cleaning of the Dining room and ensure that the tables and chairs are neat and tidy prior to every service period.

General

1. Any reasonable request made by the Catering Manager or Bursar.
2. To attend external meetings or training courses as required.

You may be required to undertake such other duties from time to time as the School may reasonably require.

Person Specification

<i>Essential</i>	<i>Desirable</i>
Qualifications	
	<ul style="list-style-type: none"> • Minimum 2 GCSEs, Grade C or equivalent • Health & Hygiene Certificate
Experience	
<ul style="list-style-type: none"> • Previous catering work or customer service related employment 	
Skills	
<ul style="list-style-type: none"> • Good Interpersonal skills • Ability to work independently and as part of a team • Ability to work accurately with attention to detail 	<ul style="list-style-type: none"> • Ability to use Word & Excel
Personal Attributes	
<ul style="list-style-type: none"> • Calm under pressure • Takes pride in their work 	
Other Factors	
<ul style="list-style-type: none"> • Flexible approach • Willingness to undertake additional training (on occasion outside normal working hours) 	