

MGC JOB DESCRIPTION

Job Title	Front of House Supervisor
Section	Front of House
Reports to	Bar & Catering Manager
Directly supervises	Front of House Assistants
Indirectly supervises	
Location	Both Sites Old Course & New Course
Salary	£13.50
Hours of work	40 including weekends and evenings on a rota basis
Created	December 2023

Main Purpose of Job

Minchinhampton Golf Club has over 130 years of history and three outstanding golf courses. It has an excellent reputation not only for its courses, but also for its food, customer service and attention to detail for Members and Visitors.

A key requirement is a friendly and professional interaction with the Members and Visitors to the Club, ensuring the highest standards of customer service are provided in line with the MGC Customer Service Charter on a day-to-day basis and for the many events the Club hosts.

Key Responsibilities

- Interact with the Members and Visitors to the Club and deliver high levels of excellent service standards, which when met, will guarantee the delivery of excellence to both Members and Visitors to the Club.
- Prioritise yours and the Front of House Assistants' duties to ensure the highest level of customer service is maintained in line with the Club's Service Charter.
- Provide a professional and courteous manner at all times with Members, Visitors, Suppliers and other Members of Staff.
- Lead, supervise and motivate the Front of House Assistants, leading by example and following the set procedures.
- Work as a Team with the other Front of House Supervisors providing consistency in working approaches through detailed procedures including handover notes.
- Support the Clubhouse Service Manager in the training of staff on upselling techniques to maximise daily revenues
- Comply with all legislation for food safety and health & safety the Club expects, to ensure a 5 star rating
- Carry out all duty's requisite to the daily running of the bar including cellar work (this may include, keg/barrel changing, BIB changeover, line cleaning, accepting and putting away of stock, stock rotation etc) Ensure that all beer lines are cleaned as instructed.
- Ensure that all bar equipment is used appropriately and maintained to the highest standard.
- Ensure daily and weekly recording of our set procedures, including cellar records, cleaning checklists, wastage etc are completed in a timely manner.

- Consider the impact on the environment for all waste products generated by front of house activities, ensuring correct disposal and identifying opportunities to minimise the impact
- Support the Clubhouse Services Manager to ensure that stock is ordered through the New Course or nominated suppliers, ensuring all purchases meet the quality demands whilst maintaining the best costs, ensuring all stock deliveries are checked and verified
- Support the Clubhouse Services Manager with weekly stocktakes to ensure accurate re-ordering
- Support the Clubhouse Services Manager with providing documentation for any Risk Assessments or COSHH Assessments
- Follow the set procedures reconciling the till at the end of each day, record all monies taken and ensure the safe keeping of any monies left on the premises, tips, safe boxes, etc
- Be responsible for security of the Clubhouses, including locking up and alarm procedures.
- Ensure all maintenance issues and any risk concerns are brought to the attention of the Clubhouse Services Manager in a timely manner
- Ensure all Health & Safety and Fire legislation is adhered to at all times, completing training as necessary.
- Remain flexible in your approach to working and assisting in other areas as and when needed.
- Support the Clubhouse Services Manager with the production of the weekly rotas maintaining the required levels of hours, ensuring the daily hours worked on the staff rota are completed the following day for payroll purposes using the timekeeping facility
- Assisting with the food and bar service operation as directed.
- Complete any training as required, both online and in person within the time frames allocated.
- As part of a team with the other Front of House Supervisors and Chefs, liaise with organisers and individuals to plan and run events at both the New and Old Courses, including Golf Days, Member or Visitor functions, covering all aspects including catering.
- Work with the Social Working Groups at both the Old Course and New Course on the planning and delivery of all Club Events
- Maintain and develop the Calendar of Events, updating details on IG Planner, and ensure events are advertised via the website and posters within the Clubhouses
- Assist Social Working Groups with, or arrange, analysis of post event feedback to identify improvements for future events.
- Assist the Golf Manager with the booking and planning of any catering arrangements for all golf events
- Communicate with event bookers ahead of visits to ensure that all needs are catered for, numbers are accurate, and that relevant Club Policies are adhered to
- Maintain and develop the 'events' sections on Member website to drive booking and event participation
- Deputise for the Clubhouse Services Manager when necessary, taking full responsibility for the safety and wellbeing of staff, Members and Visitors

General Bar & Catering and Event Duties

- Work as a team with the other Front of House Supervisors providing clear daily or shift handover notes
- Liaise with the Catering/FOH team on a day to day, shift to shift basis to ensure the smooth running of both departments when required
- Ensure that all Front of House Assistants are supervised and given clear direction regarding daily tasks
- Ensure that the bar is ready for service at start of day (fruit, ice, nozzles, bar mats, glass washer). A check list of procedures can be found in the training folder
- If required set up food service area ready for service. (Depending on the time of year). This includes putting out sauces and breakfast menus, cakes, pies and pasties, if applicable
- The correct service of drinks and food items to be carried out in a friendly, efficient and courteous manner
- The correct use and procedure of the computerised till
- Maintain a high standard of cleanliness in the bar and club rooms and comply with the Environmental Health Regulations at all times. Incorporating equipment, storerooms, corridors, office, main kitchen, refuse area and any other Catering related areas
- Keep all front of house areas clean and tidy at all times including the bar tops front and back and prompt clearance of tables both in the Clubhouse and on the balconies
- Ensure tables are cleared promptly, wiped with a clean cloth and bacterial cleaner and left tidy (i.e. condiments and menus to the centre of the table)
- The proper disposal of waste bottles and rubbish including the Clubs Recyclable procedure
- The correct use of the glass washer or manual glass washing with the appropriate use of detergents
- Refer to the daily, weekly and monthly cleaning rotas. These jobs should be completed and signed off on the signing off sheet
- Ensure the balconies are set up (weather dependant), cushions, umbrellas and table condiments, bringing items in if the weather turn inclement
- Ensure the areas around the coffee machines are kept tidy and supplies topped up, and the end of day and weekly cleaning is carried out as per the checklist.
- Maintain the daily and weekly recording of the Clubs standard operating procedures
- Ensure that bar stock levels are maintained whilst ordering through nominated suppliers

- Carry out cashing up procedures ensuring that all monies and charges are correctly balanced, security checks are made according to **laid down procedures and Club policy**
- Adhere to Health & Safety and Fire legislation at all times
- Ensure that all maintenance issues and any risk assessments are brought to the attention of the Clubhouse Services Manager as soon as possible
- Ensure that the bar and food service areas are suitably prepared and maintained
- The service of drinks and food items to be carried out in an efficient and courteous manner
- Maintain a high standard of cleanliness in the bar and club rooms and comply with the Environmental Health Regulations at all times
- Refer to the daily, weekly and monthly cleaning rotas. These jobs should be completed and signed off on the signing off sheet
- Achieve predetermined and agreed standards of service, presentation and hygiene
- Action any emails clubhouse@minchinhamptongolfclub.co.uk, providing a timely response or holding message
- Ensure all event enquiries are handled promptly and in a friendly and professional manner
- Ensure confirmed events are booked and added to IG Planner and the Function's folder (kept behind the bar) and added to the rota when available to assist with staffing levels.
- Maintain regular communication with the event bookers to seek information and to ensure that all needs are catered for, numbers are accurate, and that relevant Club Policies are adhered to
- Ensure catering arrangements are discussed and agreed with the Catering Team, producing menus and cost cards as required to ensure required profit margins are met.
- Ensure rooms are booked on IG Planner

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Requirements for the Role

- The ideal candidate will have similar experience within the hospitality industry
- Immaculate personal presentation and excellent interpersonal skills
- Passion for delivering exceptional customer service
- Meticulous eye for detail and exceptional organisation skills
- Excellent communication and interpersonal skills with a confident and outgoing personality and an ability to interact with people at all levels
- Able to lead and train the staff with a positive "can do" attitude
- Ability to multitask and work in a busy, fast paced and dynamic environment
- Ability to take initiative and a practical approach to problem solving
- Positive and flexible approach to work (weekend, evening and night-time work will be required)
- Passionate about customer service and the food and drinks industry
- Training will be provided to the successful candidate