



JOB DESCRIPTION

Job Details:	
Position:	Front of House Supervisor
Purpose of Position:	To deliver a high-quality standard of service to all guests – greetings, offering beverages and food through their entire stay
Reports to:	Lodge Manager
Direct Reports:	Wait Staff
Guiding principles:	<p>Clients/Guests: We at Poronui take pride in offering high quality service. We strive to ensure a friendly, welcoming approach in providing the best possible experience for our guests during their stay</p> <p>Communication: excellent communication with guests and team Members</p> <p>Team: Assist in building and training the team culture in a respectful and professional manner</p> <p>Food safety standards: High levels of hygiene are required, and food safety standards must be adhered to</p>

Key Responsibilities:
Duties
<ul style="list-style-type: none">• On the job training of service staff• Supervision of service staff on the floor• Building a strong service excellence focused team• Being responsible for catering and event items in all locations• Promoting and driving beverage sales• Stock accountability and rotation• Participation in planning of staff meetings
Hygiene and Food Safety Standards
<ul style="list-style-type: none">• Prepare food and operate equipment in accordance with food safety standards• Always adhere to hygiene and food safety standards
Reporting
<ul style="list-style-type: none">• Providing feedback from both guests and staff to management
Health & Safety
<ul style="list-style-type: none">• Undertake training as required• Follow Health and Safety policies and procedures are followed at all time to ensure risks are minimised



- Take responsibility in notifying Management of any risks, hazards or incidents following company procedure
- Ensure that no person drives company vehicles unless they have the appropriate licence level

Behaviours critical to this role:

• Interpersonal skills	<ul style="list-style-type: none"> • Good at relating to others • Good Team Player
• Customer Focus	<ul style="list-style-type: none"> • Deal with requests from guests and where appropriate pass onto Lodge Manager and Assistant Lodge Manager to organise detail • Add to guests' experiences by suggestions and sharing appropriate knowledge • Seize opportunities for upselling activities, merchandise and beverages
• Implementation	<ul style="list-style-type: none"> • Ensures consistency with policies, procedures and management direction
• Priority setting	<ul style="list-style-type: none"> • Guest requests come first • Says no to distracting activities and lets everyone know that they cannot do everything •
• Knowledge & Skills	<ul style="list-style-type: none"> • Fully understands how to host guests and lead staff • Table service skills •
• Learning and Change	<ul style="list-style-type: none"> • Is prepared to actively consider changes that could improve the service to clients and business profitability

Competencies:

Core Competencies <ul style="list-style-type: none"> • Teamwork • Organisational skills • Initiative • Communication • Attention to detail 	Job Specific Competencies <ul style="list-style-type: none"> • Excellent communication skills • Willingness to teach others • Practical ability • Following company procedures efficiently and safely
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Education / Qualifications:



Essential	Preferred <ul style="list-style-type: none"> • Successful completion secondary school education • Full Drivers Licence • Bar Managers Licence
Experience:	
Essential <ul style="list-style-type: none"> • Working within a team environment 	Preferred <ul style="list-style-type: none"> • Previous experience in similar roles with A Luxury Lodge • Beverage selling experience • Team Leadership
Additional Comments:	
<ul style="list-style-type: none"> • Excellent skills in both written and verbal communications • Takes pride in a high level of efficiency • Has a positive attitude 	
Key Measurements:	
	<ul style="list-style-type: none"> • Level of professional service offered to guests • Punctual, reliable and well-presented appearance • Degree of respect shown towards work colleagues, management and guests • High standard of work with tasks completed reliably and in timely fashion • Ability to work independently