



Front of House Supervisor

Typically 40 hours per week

We are looking for exceptional individuals to join our team at Jordan's Mill as we get ready to welcome our many visitors during our busy spring and summer period.

About you:

If you already have a passion for working with people and getting the very best from your team, this job could be just what you are looking for. We are looking for people with a passion for customer service, providing our visitors with an exceptional service, whether eating in our table service restaurant or our bustling coffee shop, if you have a naturally communicative personality with plenty of positivity then we can provide you with a space to really shine! You must have previous experience of working in a busy restaurant or café environment and ideally will have also worked on events such as corporate hire, weddings and private parties. And when we get really busy, you must be able to keep your cool under pressure and think on your feet.

About the role:

Your role is to oversee our Front of House team members to ensure that all our visitors receive a fabulous welcome and service, seamlessly guiding them to ensure their experience dining with us is first class. As Supervisor on duty you will need to be confident to handle any customer concerns calmly. You'll be accountable for ensuring our team members are well organised, clear on their tasks, and remain well motivated and supported when they are working. You'll also be focused on maximising our sales and keeping our tables turning over throughout service.

You will also have great administrative skills, able to plan your team rota to suit the needs of the business, our seasonality and the great British weather, as well as be confident cashing up and dealing with routine administration using EPOS and table reservation systems on a frequent basis as well as stock ordering and regular stock taking.

We are ideally looking for experienced individuals who have already demonstrated their ability to work at a Supervisory level and would also be willing to consider candidates who are ready to take this step up in their career.

About the contract:

This role is offered as a permanent full-time or part-time role although because of the nature of what we do, your working hours will need to include full days covering our busy lunch service and will always include, on a rotational or fixed basis, working at weekends and bank holidays given that these are our busiest times. Evening work is not regular but is required to service events that we host outside of our public opening times.

Rate of Pay / Benefits:

Competitive rates of pay, contributory pension scheme, 28 days holiday, subsidised meals

How to Apply:

Visit our website for further details <https://jordansmill.com/contact-us/vacancies>

To apply, send your CV and a short covering letter, detailing why you would be just perfect for this role, directly to hr@jordansmill.com