

JOB DESCRIPTION

Position: HOTEL RESTAURANT SHIFT LEADER

Location: Within the overseas programme, as stated in your covering letter

Reports to: Hotel Line Manager

As Restaurant Supervisor you will provide a welcoming atmosphere for the guests, help train the Hotel Assistants, and ensure that the high standards that the company expects are maintained. You will also be responsible for the smooth running of the restaurant.

Your responsibilities and duties:

Pre-season

- Attend the pre-season training course.
- Assist the Senior Management team with training the staff at the hotel training venues.
- Assist with the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' areas are well presented, especially the restaurant and reception.
- Assist with the production of detailed inventories of the restaurant and guest rooms in the hotel.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Hotel.
- Help compile information about your resort and create the hotel notice boards and information files.

During the Season

Guest Relations

- Provide and maintain, as part of the hotel team, a first class service to our guests.
- Welcome the guests into the hotel on their arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that all guests are aware of the hotel staff day off and the arrangements for breakfast and that there is no evening meal.
- Deal with any problems or issues that may arise promptly and effectively.
- Serve and converse with guests in a friendly professional manner.

Restaurant Service

- Provide service during breakfast, high tea and the evening meal.
- Supervise the running and turn around of the restaurant at breakfast, high tea and during the evening meal.
- Ensure that all evening meal orders are taken during breakfast service.
- Liaise with the Hotel Management regarding the seating plan for each evening meal.
- Ensure that the Tea Area is always spotlessly clean and fully stocked.
- Serve the aperitif and canapés from 7:30pm.
- Train the Hotel Assistants who work shifts in the restaurant.
- After each shift, ensure that the restaurant is left spotlessly clean and all preparation for the next service has been completed.
- Liaise with the Restaurant Manager and the Assistant Hotel Manager regarding the rota of the Hotel Assistants working restaurant shifts.

Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness, ensuring that the bar and communal areas are always clean and tidy.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Assist with laundry collection and assist with new deliveries, mid week and on 'change over' day.
- Ensure that the store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that the bar and communal areas are spotless.
- Report any maintenance issues to the Restaurant manager or Assistant Hotel Manager.
- Assist with the distribution of deliveries of restaurant/bar supplies and resort cleaning products if required.

- Carry out a weekly restaurant supplies stock take and submit to the Restaurant Manager.

Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene and Fire Checks.

Flexibility

- Assist with any other duties as requested by your Hotel Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)
- Attend weekly staff meetings.

Resort Administration

- Complete the weekly restaurant supplies orders and submit to Assistant Hotel Manager.
- Assist in the completion of the weekly hotel report.
- Ensure that the restaurant menu cards are kept clean and up to date.

Post-Season

- Assist with the cleaning and closing down of the Hotel and staff accommodation.
- Ensure that all company property is correctly packed and stored.