

## F&B Supervisor

<b>Brand</b>	Crowne Plaza	<b>Salary Range</b>	Competitive
<b>Contract</b>	40 hours per week (FT)	<b>Work location</b>	Manchester City Centre (M4)
<b>Supports</b>	F&B team	<b>Reports to</b>	F&B Manager
<b>Closing date</b>	17 <sup>th</sup> February 2020	<b>Additional info</b>	

### What you'll be doing!

Crowne Plaza Manchester City Centre requires an F&B Supervisor to join our team immediately. We're looking for an ambitious, engaged and eager individual to assist the F&B Manager in building a successful F&B operation. The candidate will take responsibility for one area of the Glasshouse Bar and Restaurant ensuring maximum revenue capture and delivery of optimum customer service. Alongside running daily shifts, you will support in the recruitment and induction process of new starters, team training and overseeing food and beverage inventory.

### Who you'll be working for!

Crowne Plaza Manchester City Centre opened its doors in 2008 and has been wowing our guests since then. Perfectly situated in the heart of Manchester in the trendy Northern Quarter, Victoria and Piccadilly Stations and Shudehill Tram and Bus Interchange are all within a short walking distance of this stunning city centre hotel. With the Manchester Arena, The Printworks and the Manchester Arndale centre on our doorstep we attract guests from all over the world for lots of different reasons. With 228 bedrooms, a gym, meetings rooms and our cosy and inviting glasshouse bar and restaurant we really are a spectacular place to start your Centre Island career journey.

There's nothing complicated about dealing with business people. They're just people. Doing business. By day, international marketing superhero. By night: fluffy bath robe and a box set.

Like Liz, who's left her laptop cable in the cab. Or Mario, who's secretly missing his cats. The early riser, who's first in the gym. The sales team preparing for the 'big pitch' over a freshly prepared lunch. At Crowne Plaza Hotels and Resorts, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn.

### Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engaged & enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- Be **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

### What we offer you!

- 28 Days holiday increasing to 33 days after your 5<sup>th</sup> year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

## **Main Duties and Responsibilities:**

1. Supervise all F&B day to day operations
2. Deal with any customer enquiries & complaints
3. Monitor Heartbeat scores and act on any issues
4. Train & Motivate the F&B team
5. Comply with H&S regulations
6. Ensure all daily checklists & paperwork are completed in line with policies & procedures
7. Rota staff according to the business needs
8. Induct new starters into the business
9. Ensuring all F&B areas (restaurant & bar) are ready for guests by checking condition on a regular basis
10. Carry out daily team briefings to ensure team are allocated jobs & responsibilities
11. Proactively looking for ways to improve operational standards

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

**So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!**