



Job Title: Bar Supervisor

Job Level:

Responsible To: Food and Beverage Events & Logistics Manager

Direct Reports: None

Place of Work: Sheffield Arena

Purpose of Job: Supervise a team to ensure products are correctly prepared and presented to the department's high standards. Efficient and polite service of products with accurate cash handling and till use. Ensure all reports and recording procedures are correctly performed.

Job Summary: With experience of working in a customer facing role, you will work a variety of events. Your team will need leadership and training to ensure all food hygiene requirements are met, clients receive efficient service and customer service is second to none. Excellent time keeping, working to deadlines with high standards of personal presentation are all essential.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

2 Customer

- Support all customer facing personnel to have the highest standards of personal hygiene and presentation.
- Work with management and all personnel to achieve the goal of exceeding the customer's expectations.
- Ensure full product knowledge, offers, selling price and dispense arrangements.
- Serve customer with accuracy and report all anomalies.

3 People

- Supporting the team with individual goals and responsibilities.
 - Complete any training required.
 - Continue the training and development of the team.
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4 Financial

- Till work with accurate cash handling, working within recognised Company procedures.
- Stock reconciliation.
- Declare all personal monies to catering duty manager before opening.
- Complete all catering event paperwork as necessary.

5 Business Development

- Ensure full product knowledge and dispense arrangements to maximise sales opportunities.
- Knowledge of all the services offered by Sheffield Arena.

6 Operations

- Assist in the preparation of food and beverage, including alcohol and service of products at specified times.
- Support the standards of hygiene and cleaning duties and ensure the highest standards are consistently met.
- Maximise all catering areas sales by ensuring the display counters are to the required standard.
- Operate any control systems required to by the role.
- Ensure temperature control standards are met.
- Ensure all cleaning work and paperwork is completed.
- Ensure all rubbish is removed in line with the venues recycling procedures.
- Report any defects in machinery to the catering duty manager.
- Assist with any other catering requirements.

7 Key Performance Indicators

- Accurate cash handling and reporting of anomalies.
- Accurate reporting.
- Excellent customer service.
- Service of food and beverage to the event schedule.
- Team development.

8 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Counter Terrorism - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken