**JOB DESCRIPTION**

## **Job Title:**

Front of House Team Leader (Full Time)

## **Reports to:**

Furnace Kitchen Manager

**Hours:**

40 Hours pw (will include weekends, school holidays & occasional evening events)

**Salary:**

£12.67ph

**Location:**

The Furnace Kitchen, Coalbrookdale

## **Function:**

To fully support and work closely with the Furnace Kitchen Manager, Cook, Front of House Team and Kitchen Assistant in delivering excellent customer service and leading The Furnace Kitchen food and drink offer, striving to deliver a high-quality visitor experience.

The role will require working shifts including weekends, school holidays and the occasional evening for special events.

As a member of the Furnace Kitchen team you will work collaboratively across service disciplines including food preparation and service to maximise the flexibly of the team and to ensure efficient and effective customer service.

To put our customers at the heart of everything we do.

## **Duties and Responsibilities:**

* Oversee the day to day running of The Furnace Kitchen in the absence of the Manager
* Act as ‘key holder’, responsible for opening and closing the restaurant
* Deliver a superior service and maximise customer experience
* Ensure all food and drink standards are fully maintained
* Assist with the selection, interview, and recruitment of Front of House staff
* Daily set-up of the Front of House area
* Ordering Front of House stock requirements
* Checking and storing deliveries
* Help, oversee and maintain standards of staffing, food & drink presentation, and Front of House areas
* Oversee the daily cleaning down of Front of House areas and ensure all areas are clean and compliant with health & safety regulations
* Assist and ensure that daily, weekly, and monthly compliance records are maintained
* Maximise sales and help plan new promotions and initiatives
* Ensure that all health & safety regulations are observed, recorded, and archived.

## **Person Specification:**

**Essential:**

* Experience as a Team Leader or similar role in the hospitality/catering industry
* Experience in staff management
* Good maths and reporting skills
* Excellent customer service attitude
* Communication and team management abilities
* Availability to work within our opening hours (e.g. mornings, weekends, school holidays and occasional evenings).

**Staff Reporting Directly:**

* Furnace Kitchen Front of House Team.

Signed (Postholder):…………………………… Printed: ……….………….. Dated: …………..….

Signed (Manager):…………………………… Printed: ……….………….. Dated: …………..….

**This job description is subject to periodic review.**