**JOB DESCRIPTION**

## **Job Title:**

Front of House Team Leader

## **Reports to:**

Furnace Kitchen Restaurant Manager

**Hours:**

To be agreed

**Salary:**

£13.52ph

**Location:**

The Furnace Kitchen, Coalbrookdale, with the expectation of working at other

Ironbridge Gorge Museum Trust sites when required.

## **Function:**

To fully support and work closely with the Furnace Kitchen Restaurant Manager, the Front of House Team and the Kitchen Team 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 to maximise the flexibly of the team and to ensure efficient and effective customer service.

You will 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 Restaurant Manager
* Act as ‘key holder’, responsible for opening and closing the restaurant
* Demonstrate excellent people management skills by encouraging and supervising the Front of House Team
* Deliver a superior service and maximise customer experience
* Ensure all food and drink standards are fully maintained
* Daily set-up of the Front of House area
* Ordering Front of House stock requirements
* Checking, storing and stock rotation of 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 through upselling and product knowledge
* 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
* 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 will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.**