

B R O A D W A Y

Job Description

Job title: Kitchen Supervisor

Reporting to: Food and Beverage Manager

Staff responsible for: Kitchen assistants

Functional responsibility: To support the Food and Beverage Manager in ensuring the efficient and profitable operation, and effective management, of the Kitchen and catering function.

Hours worked: 40 hours per week

Commitments & Measures	Job objectives and outcomes
<p>Commitment 1</p> <p>Measures</p>	<p>Support the Bar & Kitchen Manager in operating the Kitchen in line with the agreed annual budget, and monitor revenue</p> <ul style="list-style-type: none"> • Help and support the Bar & Kitchen Manager to ensure GP% is maintained at budgeted level. • Be aware of and assist in monitoring labour costs weekly/monthly to achieve budgeted cost. • Liaise with Bar & Kitchen Manager regarding spend on overheads, to keep them in line with budgeted costs monthly. • Support the Bar & Kitchen Manager in the design and delivery of a range of initiatives to increase food revenues. • Maintain an awareness of competitor pricing and product and apply this knowledge to increase and improve Broadway's market share.
<p>Commitment 2</p> <p>Measures</p>	<p>Ensure a high level of customer service and customer satisfaction</p> <ul style="list-style-type: none"> • Encourage and enforce a culture of excellent customer service and care. • Assist the Bar & Kitchen Manager in setting high customer service standards for the service of food, and the delivery of private events, ensuring that these standards are adhered to and with the customer in mind. • Support and help deliver a system of service training and product knowledge for all new starters. • Support the Bar & Kitchen Manager in monitoring consistency in food quality and presentation.

<p>Commitment 3</p> <p>Measures</p>	<p>Management and supervision of direct reports</p> <ul style="list-style-type: none"> • Support the Café Bar & Kitchen Manager in maintaining a well-trained and experienced team of motivated staff. • Ensure the suitable level of staffing is maintained, taking cost, business levels, events and customer service into consideration.
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	<ul style="list-style-type: none"> • Support the Café Bar & Kitchen Manager in cross training staff in all areas wherever possible to allow flexible working. • Assist supervisions with all Kitchen staff the Café Bar & Kitchen Manager. • Monitor staff training where required, and help identify and recognise staff performance, and provide recognition, feedback or discipline where necessary.
Commitment 4	Managing product selection, stock control and wastage
Measures	<ul style="list-style-type: none"> • Assist the Bar & Kitchen Manager in the careful selection of a range of quality food in keeping with the Broadway brand and customer preferences. • To place orders on a regular basis. • Train and supervise the Kitchen team in the service of food, ensuring hygiene and safety standards are always used, and no unnecessary wastage occurs. • Support the Bar & Kitchen Manager in control and responsibility for all stock, ensuring stock is effectively rotated and wastage is recorded and minimised. • To ensure all orders for stock are placed to maintain appropriate levels and maintain a good relationship with suppliers. • Work with the Café Bar & Kitchen Manager to constantly review prices, products, and suppliers to ensure the best price and quality.
Commitment 5	Assist in the production of additional revenue through private events, and ensure the service quality
Measures	<ul style="list-style-type: none"> • Liaise with the Events coordinator and Bar & Kitchen Manager regarding all upcoming events, and provide support to increase revenues per event for private hires, ensuring guests receive the highest levels of service. • Attend the weekly operations meeting in the absence of the Bar & Kitchen Manager and ensure all relevant event details are confirmed and discussed and shared with the Kitchen team.
Commitment 6	Adhere to health and safety and food hygiene regulations
Measures	<ul style="list-style-type: none"> • Support the General Manager/ Bar & Kitchen Manager in ensuring a high quality of Health and Safety, cleanliness and food hygiene in all catering areas. • Supervise a strict cleaning rota for all Kitchen areas. • Ensure all work carried out in the Kitchen in compliance with all statutory legislation i.e. Fire, Hygiene, and Health and Safety.
Commitment 7	Communication & General requirements
Measures	<ul style="list-style-type: none"> • Manage own workload effectively. • Able to use Microsoft Outlook, Excel and Word. • Be committed to, and actively involved in, excellent customer service and best practice in both internal and external communications. • Attend appropriate Broadway and management meetings. • Regular communication with line managers and staff, using the most appropriate channels.

	<ul style="list-style-type: none">• To receive supervision and appraisal and be committed to own development.• To be committed to and work within Broadway policies and procedures.• Undertake any other tasks as deemed appropriate by the line managers.
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