

B R O A D W A Y

Job Description

Job title:	Café Bar Supervisor
Reporting to:	General Manager
Staff responsible for:	Customer service assistants
Functional responsibility:	To support the General Manager in ensuring the efficient and profitable operation, and effective management, of the Café Bar and catering function.
Hours worked:	40 hours per week
Date issued:	September 2026

Commitments & Measures	Job objectives and outcomes
<u>Commitment 1</u> Measures	Support the General Manager in operating the Café bar in line with the agreed annual budget, with effective and regular communication always • Help and support the General Manager to ensure GP% is maintained at budgeted level. • Be aware of and assist in monitoring labour costs weekly/monthly to achieve budgeted cost. • Regular communication with line managers and staff, using the most appropriate channels. • Support in organising Café Bar meetings on a regular basis and attend any management meetings where required.
<u>Commitment 2</u> Measures	Work to maintain revenues at budgeted levels or higher • Support the General Manager in the design and delivery of a range of initiatives to increase bar revenues. • Maintain an awareness of competitor pricing and product and apply this knowledge to increase and improve Broadway's revenue. • Support the General Manager in the planning and delivery of promotions and special events, alongside the assistance of the programme and marketing teams.
<u>Commitment 3</u> Measures	Ensure a high level of customer service and customer satisfaction • Encourage and enforce a culture of excellent customer service and care. • Ensure all decisions are made with the needs of the customer in mind. • Maintain high customer service standards for the service of food and beverages, and the delivery of private events, ensuring that these standards are adhered to. • Support and help deliver service training and product knowledge for all new starters.

<u>Commitment 4</u>	Take responsibility for being aware of, and enforcing, legal regulations on the sale of alcohol, stock control and product offering
Measures	• Ensure Broadway adheres to government regulations for the sale of alcohol, and weights and measures. • Ensure that no alcohol is served to any person under the age of 18, and that all persons looking 25 years or under are appropriately checked within the Café Bar areas. • Assist in the careful selection of a range of quality beverages and snacks in keeping with the Broadway brand and customer preferences. • Ensure a line clean is completed as often as required to maintain the high quality of all draught products. • Work collectively as one of the team of Café Bar Supervisors to control and be responsible for all stock, ensuring stock is effectively rotated, wastage is minimised and recorded, and to place the weekly drinks orders. • Work with the General Manager to constantly review prices, products, and suppliers to ensure the best price and quality.
<u>Commitment 5</u>	Management and supervision of direct reports
Measures	• Work with the team of Café Bar Supervisors, and General 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. • Work collectively as one of the team of Café Bar Supervisors to train staff in all areas of bar activity, wherever possible, to allow flexible working. • Identify and recognise staff performance, and provide recognition, feedback, or discipline where necessary.
<u>Commitment 6</u>	Assist in the production of additional revenue through private events, and ensure the service quality
Measures	• Liaise with the Head of Events and General Manager regarding all upcoming events. • Attend the weekly operations meeting when required, and ensure all relevant event details are confirmed and discussed and shared with the Café bar team. • To be responsible for all private bookings (when on duty) ensuring guests receive the highest levels of service and hospitality throughout their event.
<u>Commitment 7</u>	Adhere to health and safety of catering hygiene regulations
Measures	• Support the General 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 bar areas. • Ensure all work carried out in the Café bar in compliance with all statutory legislation i.e. Fire, Hygiene, and Health and Safety.
<u>Commitment 8</u>	General requirements
	• Be committed to, and actively involved in, excellent customer

Measures	service and best practice in both internal and external communications. • Manage own workload effectively. • Able to use Microsoft Outlook, Excel and Word. • Attend appropriate Broadway meetings. • 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 manager.
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