

# JOB DESCRIPTION



<b>Job Title</b>	Lead Barista/ Front of House Supervisor
<b>Department</b>	People, Communications & Sustainability – Port Kitchen
<b>Reports To</b>	Front of House Manager
<b>Location</b>	Port Kitchen

## Role Summary

To support in a supervisory capacity the Front of House Manager in the smooth running of Port Kitchen's Front of House activities whilst taking the lead in developing and ensuring the quality of Port Kitchen's coffee menu, its reputation and delivery.

## Key Tasks & Responsibilities

- Provide outstanding customer service and team support whilst demonstrating role model behaviours in a leadership role
- Prepare and serve all items from our beverage and light menus, setting the team benchmark for product and service quality
- Keep wider industry knowledge up to date, and educate colleagues and customers on our coffee and beverage range
- Work closely with our coffee partners to ensure we establish and retain a leading reputation for coffee
- Provide technical coffee guidance to colleagues and assist in the delivery of training programmes
- Prioritise Front of House workflow on shift, and assign tasks dynamically based on team strengths
- Maintain and enforce the highest standards of Food Hygiene and Safety as set out in legislation
- Assist the Front of House Manager in setting and communicating rotas via the Deputy app and ensuring all shifts are appropriately covered
- Place orders with suppliers as directed, and maintain excellent relations with Port Kitchen's supply chain, working with the Port Kitchen Management team to optimise stock levels
- Demonstrate pride in ensuring that Port Kitchen is clean, tidy, welcoming and safe at all times
- Fulfil the role of Manager-on-Duty when the Front of House Manager and General Manager are off-site or in meetings
- Work with the General Manager and whole team to develop and constantly improve Port Kitchen as an iconic destination

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- Any other reasonable duties as requested by the Front of House Manager or General Manager (Port Kitchen) which may include front line Port Kitchen colleague duties

### Key Skills/ Person Specification

#### ESSENTIAL KEY SKILLS

- Previous experience in Front of House supervisory role
- Extensive Barista experience in a speciality coffee setting, with demonstrable skills and knowledge
- Working knowledge of coffee equipment maintenance and troubleshooting
- Experience in establishing and developing positive relationships within the café industry
- Food Hygiene Level 2 minimum, or demonstrable equivalent knowledge of Food Safety legislation
- High level of attention to detail and accuracy
- Understanding of stock management and waste/ portion control
- Demonstrable experience of EPOS (Electronic Point of Sale) management and end-of-day reporting
- IT literate; competent in Microsoft Office and the use of app-based operational software
- Strong commitment to equality and whole team welfare

#### PERSONAL QUALITIES

- Talented, energetic, capable and keen to develop existing leadership/ management skills
- Personable, approachable and fantastic with customers
- Coffee enthusiast, with an authentic passion for coffee quality and taste
- Common sense led; finds solutions under pressure
- All-rounder: happy to undertake any task in Port Kitchen
- Hardworking, organised, punctual and focused
- Ability to work a flexible shift pattern including weekends, public holidays and some evenings

### OUR VALUES AT SHOREHAM PORT

