



HEVER CASTLE
GOLF & WELLBEING

Job Description

WATERSIDE HOSPITALITY TEAM LEADER

Reports to:	Front of House Manager
Department:	Food & Beverage (F&B)
Hours	Flexible working hours (including evenings, weekends, and Bank Holidays)
Main Function:	<p>To assist the Front of House Manager in providing a smooth food & beverage operation for the Waterside Restaurant and Course refreshment areas. Maintaining excellent Member and Guest relations by providing a high quality of service.</p> <p>To help establish The Waterside at Hever Castle Golf Club as a venue with an outstanding reputation for its food & hospitality.</p>

Duties & Responsibilities:

- To maintain the smooth running of the Food and Beverage areas in the Clubhouse & on the Course for the benefit of all customers of Hever Castle Golf & Wellbeing.
- Take responsibility for items and updating notes on the Daily Focus sheet, including customer comments, during your shift.
- To uphold the set quality standards with respect to food, beverage, and customer service.
- To lead by example in your department and help your colleagues to deliver the required food and drink services.
- To maintain consistent and effective communication with the Bar & Hospitality team to ensure the smooth running of the catering operation.
- Establish effective communication with other senior team members and work well together.
- Ensure good communication with the chefs and other team members in the kitchen.
- Run events smoothly and maintain effective communication with guests/organisers.
- To maintain consistent and effective communication with the Hospitality Manager/Society Golf co-ordinator for societies and function arrangements.
- To assist managers with coordinating staff training and developing initiatives.
- Control cash handling and cash up procedures in line with policies and procedures set out by the Club Management.
- Help the Front of House Manager control and co-ordinate liquor stock systems.
- Assist the Front of House Manager with maintaining stock levels throughout the seasons.
- Ensure the legal requirements and standards of hygiene and health and safety are met whilst deputising (including fire safety and COSHH).
- Minimise costs and inform the Front of House Manager of any matters that could better control costs.
- Suggest ideas and implement improvements for developing and improving The Waterside.
- Any other duties that may be required from time to time.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED:

- A good understanding of bar & catering services.
- Excellent customer service skills
- Strong communication skills
- Good team worker
- Proven self-motivator.
- Able to cope with varying pressures.
- Ability to lead a small team and give feedback.
- Customer service experience
- Used to dealing with the public in face-to-face situations.
- Experience of supervising staff
- Cash handling