

Herriots Hotel with Rhubarb Restaurant

Job Description - Shift Supervisor

What will my position be?	Shift Supervisor
Who will I report to?	Line Manager
Hours of Work:	Full Time - Split over 5 days (Hours roughly 40-45 per week)
Salary:	£23,000.00

About Herriots Hotel & Rhubarb Restaurant?

Finalist in the White Rose Small Hotel of the Year, and Regional Wedding venue of the Year, this unit is passionate about what it does, and values its team. Tripadvisor rated #1 hotel in Skipton.

Located in Skipton, North Yorkshire on the edge of the town, this operation has a 40-cover restaurant with bar, function suite for 100 and 25 bedrooms with an additional 5 in our Herriots House located next door to the hotel. Maintaining a minimum of 80% occupancy, a busy function trade and steady restaurant and bar clientele, this enthusiastic and capable team require someone with drive, enthusiasm, and a solid work ethic to join them. The restaurant and bar are both delightful and comfortable.

Herriots House is our new addition, a stunning detached Victorian house located next to the hotel with 5 bedrooms sleeping 16 guests, 6 bathrooms, private courtyard, and hot tub, great for private hire for family get togethers or group parties.

Our restaurant, Rhubarb serves fresh home-cooked food, regional, and traditional with a twist.

As a member of the trip advisor "Hall of Fame" the hotel has been recognised for over 8 years for the quality of its food, drink and service and not least the team looking after them.

What will you be doing?

To provide support to the management team of Herriots Hotel in providing high standards of service, hospitality, and cleanliness to further develop the business.

To (on job) train and supervise new members of staff.

To work in all areas of the business where the business demands it.

To supervise the day-to-day running of the operation and the control of costs and security to the site whilst on duty.

To take departmental responsibilities and work to achieve targets and budgets set.

To always strive to over exceed our customer expectations and be the best that you can be.

Responsibilities include:

Managing the Food & Beverage service to consistently high standards.

Effectively controlling the flow of customers and orders throughout service.

Ensuring your team maximise all sales opportunities.

Dealing with any customer queries in an appropriate manner.

Responsibility for accurate management of all transactions during service.

To reconcile end of day cash and tills.

Basic reception duties using Rezlynx Reservation system – check in, check out, reservation of rooms, message taking.

What are we looking for?

We need someone who cares about ensuring our customers have a great experience that they will remember and will make them want to return and must be a team player.

You will have:

Minimum of 1 year experience in a hospitality supervisory sector.

Good supervisory skills and delegation skills.

The flexibility to respond quickly and positively to a range of work situations.

An interest in developing others to be part of a winning team.

What benefits will I receive?

Your benefits will include a competitive rate of pay, holiday entitlement, company Pension Scheme, full training and uniform provided. Friends and family accommodation rates and discount on food and drinks.