



<b>Position:</b>	Snack Bar Supervisor – Nottingham Greyhounds
<b>Contract type:</b>	Permanent, Part time
<b>Hours of work:</b>	31 hours per week
<b>Responsible to:</b>	Head of Catering

**About the role**

To prepare and serve food and drinks within any bar or catering facility within the site to the required business standard, whilst providing excellent customer service.

**Key responsibilities for the role will include:**

- To implement and adhere to the Company Food Safety Management System across all areas within remit.
- Gain and maintain an excellent product knowledge and ensure it is kept up to date with any changes or new products.
- To assist with stocktaking as required.
- Monitor stock of food, disposables and cleaning equipment and inform the Head of Catering if levels fall too low.
- Have a good allergen understanding to the required level.
- Assist with orders in a timely manner when required.
- Ensure stock rotation is carried out when replenishing food and drink areas. Recording wastage in the correct way.
- Assist with deliveries when required.
- Prepare, transport and serve food within catering outlets following company guidelines and stadium practices.
- Ensure all EHO food safety and production requirements are met and maintained to current standards.
- To ensure temperature controls are monitored, recorded & checked.
- Ensure quality control at all times throughout production process.
- Control portion size and waste factors at all times, directly influencing GP.
- To ensure a safe working environment at all times.
- Observe, maintain and drive all Health & Safety and Hygiene policies.
- Maintain a clean tidy and safe working environment raise any concerns to your manager in a timely manner.
- Always be vigilant to the Challenge 25 policy when selling age restricted goods and all findings to be recorded following company guidelines.
- Provide excellent customer service at all times.
- Cash handling and cash and report reconciliation.

**Qualifications:**

- Basic food hygiene.



**Essential Skills & Experience:**

- High level of interpersonal skills.
- Cash handling.
- Basic food handling and preparation.
- Personable
- Excellent approach towards time management
- Works well under pressure.
- Customer service focused (internal and external).

**Key Performance Indicators:**

- Effective undertaking of key duties.
- Product knowledge.
- Understanding and following health and safety policies and procedures.

**Other**

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....