

Job title: Team Leader Restaurant & Floor

Location: The Odney Club	Profession: Catering Hospitality
Reports to: Manager, Food Services	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 9	Manager's Partnership level: Partnership level 8
Number of direct reports: None	Partnership level(s) of direct reports: None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role:

Organise, supervise and work within the hotel's Restaurant and Food, Beverage Operation. Maintain and deliver the required exemplary standard of food and beverage service, hygiene and food safety across all areas of the hotel's F and B operation to deliver a first-rate guest experience.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities:

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the

Measures of success

Achieves very good in the Hotel standards rating for Food and Beverage operations
Positive Customer feedback scores
Your Voice Survey Scores
Food and Beverage function operating within budgets and financial performance targets



Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession

Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

Set the tone, context and outcomes for the team with the voice of the customer at the heart.

Enable the conditions for Partner opinion to be heard and acted upon.

Primary Outcomes & Accountabilities:

Being a brand ambassador who provides a consistently outstanding customer experience that is unrivalled in the marketplace.

- Implement and supervise standards of food and beverage service across the hotel operation.
- Create a high performing and professional team. Plan and manage shifts, rotas, holiday planning, sickness cover, training and administration. Work in close cooperation with colleagues in Food Production, Reception and Events.
- Supervise all bookings and allocation of resources. Oversee cash handling, open and close down procedures
- Ensuring that all applicable food hygiene and food safety policies and procedures are implemented and followed.
- Allocate daily tasks, supervise work completed and resolve obstacles in maintaining standards.
- Ensure standards of uniform, PPE usage and grooming are adhered to in self and team.
- Ensure F and B Partners are correctly trained on Food Hygiene, Safety, Allergens and equipment and Cleaning Chemical Usage., Ensure training is up to date and correctly recorded
- Respond to business demand and ensure resources are available to expected/planned demand.



<ul style="list-style-type: none"> • Identify and report maintenance issues, monitor progress and liaise with reception and maintenance departments to ensure timely resolution • Support the implementation of changes to ensure continuous innovations and improvements are made within the department in keeping with 3*+ hospitality operation. • Act as the first point of contact to resolve guest queries and requirements relating to the food and beverage operation • Act as duty manager as required • Step in and deliver food service, where necessary 	
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<p>Skills</p> <ul style="list-style-type: none"> • Has the ability to supervise and motivate a diverse team of F & B Partners in delivering a consistently high level of service and standards. • Is comfortable operating in a busy environment and creates a spirit of mutual respect, value, empowerment and trust amongst their team. • Enjoys the challenge of working to meet targets, maintaining straightforward records and achieving high standards through others. • Works collaboratively with other hotel functions and support areas and keen to be a key part of the hotel's leadership team.

<p>Qualifications & Experience (where applicable)</p>
<p>Essential</p> <ul style="list-style-type: none"> • Relevant and proven experience in supervision of Food/Beverage service • Self-motivated/ Industrious. Competent in IT systems and able to use standard software. Excellent communication skills, both written and verbal and meticulous attention to detail.
<p>Desirable</p> <ul style="list-style-type: none"> • Certificate in Food and Beverage Service Level 2 Food Hygiene

Version	Created/updated by	Date
2.0	<i>Hotels recruitment administrator</i>	07/08/2023

