

JOB DESCRIPTION

F&B Supervisor (High Tea)

If this sounds like the perfect opportunity then please submit your CV and covering letter to the
Group Recruitment Partner at
recruitment@continuumattractions.com

PURPOSE OF THE JOB

Supervise the delivery of a refined, detail-oriented and service driven catered experience to Brunch & High Tea Guests. The post-holder will lead on and oversee the daily operation of our catered experience at 105m above sea level. You will ensure exceptional service, maintain the highest standards of presentation and co-ordinate a seamless delivery of Brunch & High Tea offerings. This role requires a high degree of hospitality experience, leadership and operational oversight.

KEY ACCOUNTABILITIES

- Ensure compliance with all relevant health and safety/food safety legislation
- Effectively lead and supervise the team to ensure they provide the highest levels of guest service at all times
- Ensure that the highest standards of presentation are maintained across the catered experience offering, delivering a polished and elegant guest experience in line with the venue's brand and expectations.
- In conjunction with the Hospitality Manager, deliver corporate bookings with particular attention to quality of service
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service or quality offered
- Perform the day-to-day management in collaboration with the management team
- Work flexibly across departments in line with the business demands
- Liaise with the Café Manager to feedback on supplier performance
- Train, schedule and lead the Catered Experience team including waitstaff, hosts and support personnel
- Ensure all pre-service checks and briefings are completed to ensure team are fully aware of the day's menu, guest preferences and special occasions
- Co-ordinate with the kitchen and wider team to ensure timely service and quality

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

A minimum of 2-3 years' experience in a luxury hospitality supervision is required to be considered for this role.

- Strong leadership and team management skills, with the ability to train, develop, and motivate a front-of-house team.
- Excellent communication and interpersonal skills, with a focus on providing personalised, high-quality service to members.
- Strong organisational skills, with the ability to manage multiple tasks and priorities in a fast-paced environment.
- Knowledge of health, safety, and hygiene regulations, with a commitment to maintaining high standards.
- Excellent business relationship skills.
- Level 2 in Food Safety.
- Strong Interpersonal Skills.
- Problem solving abilities.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role