

JOB DESCRIPTION – HOSPITALITY SUPERVISOR

If this role sounds like the perfect opportunity for you please send your CV and Cover Letter to our Hospitality Manager Nick Nesmith at nnesmith@spinnakertower.co.uk

PURPOSE OF THE JOB

To assist in the organisation, set up and delivery of events within the Hospitality Department. Working as part of a team to provide all guests with the highest level of customer satisfaction and ensure the commercial success of the department.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Effectively lead the team in order to ensure that they provide the highest level of guest service at all times
- Take responsibility for the safe, efficient and successful operation of the attraction.
- Assist with private, evening hire and event operations as directed by a line manager.
- Deliver Hospitality bookings with particular attention to quality of service
- Ensure H&S management systems are in place and adhered too. Identify H&S, first aid and cash handling needs with in the team and train when needed.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times
- Ensure that the presentation of the facility meets the standards of an industry leading visitor experience
- Work in accordance with Continuum policies with particular emphasis on financial controls, health and safety and personnel practices and confidentiality.
- Manage daily work schedules and rotas for the Hospitality Team
- Manage the Team member Absence procedure by thorough record keeping and ensuring all back to work interviews are conducted and any issues highlighted to your line Manager.
- Be an Ambassador for the attraction answering guest queries regarding the product and history and encourage knowledge sharing among the team
- Ensure all operations conform to legal regulations with regard to health and safety requirements

- Accountable for the delivery of departmental KPIs relating to guest experience and health and safety
- To maintain the overall presentation of the Hospitality operation
- Ensure effective on site cash handling procedures are in place and being followed at all times. Liaise with Operations/Finance departments and/or other sites as necessary to ensure consistency across the Group and adhere to Group Financial procedures.
- To ensure that all policies and procedures are adhered to at all times and to perform all tasks delegated by the Management Team.
- To report to the Department Manager any incidents that could affect the presentation of the facility, or the health and safety of employees and guests.
- To undertake departmental and site training as and when required, including regular practice of fire procedures, evacuation process and Health and Safety training.
- Contribute towards meetings and future development of the attraction.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service offered.

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

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Evenings & Late-Night Work
- Administrative responsibility
- Key holder