



## **JOB DESCRIPTION**

### **BISTRO SUPERVISOR – (Front of House)**

CurveMotion is an exciting indoor interactive venue located in Bury St Edmunds, Suffolk. The venue offers a variety of activities for all ages. One of the core parts of the business is the Bistro offering a wide variety of food and drink. CurveMotion prides itself on producing high quality food using fresh ingredients to cater for its wide customer base.

The role of the front of house Bistro Supervisor is to assist the Duty Manager in providing well organised Bistro and Coffee Bar areas that run smoothly, efficiently and effectively.

The person fulfilling this role will have previous experiencing of managing people in a catering environment and will also be expected to perform tasks in other departments and other duties as deemed necessary for the smooth operation of the venue.

Duties will include but not be limited to:

- Ensuring bistro and coffee bar standards exceed expectations set by Senior Management.
  - Training new staff and keeping training manuals, training records and checklists up to date.
  - Assist the management team to ensure the bistro exceeds standards at all times whether regulatory, internal or otherwise.
  - Monitoring checklist completion and investigating discrepancies.
  - Keeping the bistro and coffee bar areas exceptionally clean at all times.
  - Managing stock levels and ensuring both areas are well stocked at all times.
  - Ensuring that queues are dealt with quickly and efficiently.
  - Liaising with back of house bistro staff throughout the day to ensure all staff are aware of any relevant information (e.g. items out of stock, wait times at peak periods, new products, etc.)
  - Ensure the display of servery is inviting for customers, in line with CurveMotion principles and effectively maintained (e.g. fresh pastries, cakes, healthy snacks etc.)
  - Ensuring relevant information is passed onto customers when necessary e.g. new menu items, specials board updated, etc.
  - Motivating and supervising staff.
  - Dealing with any queries and minor customer complaints in line with Company procedures.
  - Ensuring food is taken to the tables quickly and efficiently.
  - Feeding back to management ideas on how to improve visitor experiences.
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Applicants must be enthusiastic, self-motivated, dedicated, well presented and professional at all times. They must display excellent inter-personal and communication skills. The ability to work as part of a team is essential.

This role will be contracted for 16 hours per week, 8 hours per day Saturday and Sunday. Additional weekday hours may be available but are not guaranteed. The role will demand flexible and varying working hours including evenings, weekends and bank holidays. The applicant must be an EU citizen or prove eligibility for full time work in the UK. Salary will be dependant on experience.

