

# JOB DESCRIPTION

POSITION	Food and Beverage Supervisor
REPORTS TO	F&B Operations Manager
DEPARTMENT	Events/F&B

## VISION, MISSION AND VALUES

**Our Vision**

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

**Our Mission**

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

**Our Values**

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

## ROLE PURPOSE

To be responsible for the daily supervision, development and operation within all Glasgow Science Centre (GSC) catering outlets including Café and Corporate Events to support the smooth running of the F&B department.

## KEY RESPONSIBILITIES

- To assist the F&B Operations Manager and Café Manager in the operational delivery of all catering outlets and Corporate Events activities.
- To supervise the catering outlets and corporate events under the direction of the Food and Beverage Management Team.
- Support Customer Service and Science Operations teams as and when required to meet operational needs and enhance the overall customer experience.
- To deliver GSC's Customer Service Promise and ensure customer satisfaction through an integrated and co-ordinated 5-star service level to all customers at point of contact.
- To assist with training and development of a responsive catering team to ensure 5-star customer service delivery.
- To deliver all legal requirements for food hygiene, allergens, health and safety and work within the guidelines of GSC's Health and Safety and work within the guidelines of GSC's Health and Safety policy and procedure.
- To be responsible for the day to day implementation of all agreed retail catering cash, tills and financial (banking etc) processes and procedures.
- To manage and implement appropriate stock control systems and re-ordering procedures to support the needs of the business.
- To support and deliver the induction and on the job training of Food and Beverage Assistants for relevant catering outlets.
- To assist in the performance and development of all Food and Beverage staff, monitoring progress with PDR objectives and providing feedback to Food & Beverage Management team.
- To provide administrative support to the sales and events function as and when required.

- To assist in the evacuation of GSC during an emergency situation eg. Fire Alarm
- To carry out other reasonable duties/tasks as required, delivering and meeting the objectives of your team and Glasgow Science Centre

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Previous experience in a supervisory role	X	
Proven ability of delivering high quality customer service	X	
Experience of till operation and cash handling	X	
Knowledge of stock taking and receiving deliveries		X
Strong interpersonal skills	X	
Ability to motivate team members		X
Excellent communication skills	X	

**Personal Qualities**

- A friendly, professional and hardworking attitude
- Ability to work as part of a team
- High standards with a passion for excellence and creativity in both catering and customer service
- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department
- Flexible to work evenings, weekends and holidays as required