

Front of House Supervisor

Reporting to: Catering & Events Manager

Expected Salary: Competitive

Contract: Full time

Hour of Work: 37.5 hours per week, including unsociable hours outside of the standard 9am-5pm.

Closing Date: Monday 3 March 2025

Location: The Ambassador Cruise Line Ground, New Writtle Street, Chelmsford, Essex CM2 0PG

Purpose

- To assist in the supervision of all catering business needs, including bars and waiting service staff.
- Ensuring at all times complete customer satisfaction.
- Adhere to all company safety and hygiene standards at all times. Front of House supervisors need to be customer-focused, approachable, and have excellent communication skills.

Main Duties

- To ensure that the highest standard of customer service applies to all events both matchday and non-matchday.
- To ensure that all company health and safety procedures are adhered to.
- To ensure the highest standards of cleanliness, tidiness and maintenance in all the designated areas that you have been given (Premier Suite, Boxes, Pavilion and Pavilion Marquee).
- To ensure the highest standards of food and beverage service to the times instructed by the client.
- To set up event space accurately in accordance with details given to you by the Events team.
- To ensure that equipment needed in the area you are tasked is working prior to customer arrival, any problems should be reported to your line manager.

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- To assist in the implementation of new procedures.
- To assist where possible in staff training.
- To inform your line manager of any issues regarding employees, customers or problems that have occurred.
- To deal with or respond to customer feedback and complaints with empathy and professionalism.
- To liaise with function sheets and function organisers to ensure room set ups, guest numbers and dietary requirements are communicated correctly.
- To assist in completion of all paperwork required.
- To ensure that all areas you have been tasked to work are cleared down at the end of service.
- To attend training sessions as required.
- To comply with any other reasonable request made by the Catering & Events manager and management within the Club.
- To inform yourself with the day's menu and allergens, if asked by a client regarding allergens, you must refer them to the allergen champion.
- To process payments for customers in hospitality areas where required, or taking company details for invoicing and passing to management.

Constraints

- It is your responsibility to be present at the prearranged hours on the rota, should a problem arise, you must inform your line manager as soon as possible.
- Consumption of alcohol/drugs on or before duty is prohibited.
- Adhere to departmental standard of dress and personal hygiene at all times.

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Essex Cricket is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services.

Essex Cricket will ensure that all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of age, gender, gender reassignment, marital or civil partner status, disability, race, colour, ethnic or national origin, religion/belief or sexual orientation.

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process, and we would aim to reach agreement to the changes.

To apply please complete the Essex Cricket application form supplied and return to vacancies@essexcricket.org.uk.

Closing date for applications is Monday 3 March 2025.

All applications will be reviewed once received and interviews will be held on a rolling basis for any candidates with the relevant qualifications, experience and right to work.

Essex Cricket reserve the right to close the application process prior to the advertised closing date should a suitable candidate be identified.

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