



Operations Supervisor

Full-time, permanent position

As a 'front face' of Ellingham Hall, the Operations Supervisor forms an integral part of the guest experience. Your key function is to supervise all weddings and events to ensure that guest requirements are met, and standards of service and presentation are consistent and delivered to an impeccable level.

You will be working closely with the management team to deliver the highest standards, ensuring we exceed the expectations of our couples and their guests by providing an outstanding customer experience. Your role will include not only overseeing the food and beverage operation, but supervising the staff, their presentation, the quality, and the style of service they provide as well as the cleanliness and presentation of all areas.

You will be expected to work a range of shifts including daytime, evenings, and weekends. You must have excellent attention to detail, exemplary organisational skills, be very customer focused.

Experience of working in the hospitality industry is essential.

Main Duties –

1. Maintain high standards of venue hygiene/cleanliness and keep cleaning records up to date.
2. Help oversee that the front of house team is following all food control and safety regulations.
3. Ensure excellent customer service by motivating and mentoring staff on how to exceed guest expectations and take steps to identify and support training needs.
4. Ensure that the uniform and personal appearance of yourself and your team are always clean and professional.
5. Share responsibility for all financial issues e.g., the balancing of tills and floats.
6. Seek ways to cut waste and decrease operational costs
7. Be able to delegate freely and to have the ability to move priorities according to demand.
8. To communicate and co-ordinate with the kitchen effectively.
9. Operate with the parameters of personal license.