

## Front of House Team Leader

**Grade:** 4

**Centre:** WWT London Wetland Centre

**Directorate:** Operations

**Reporting to:** Catering Manager

**Main function of post:** To supervise the catering assistants on a day to day basis, maintaining high standards of service within the restaurant and kiosks, ensuring all standards and procedures are upheld

**Supervisory Responsibilities:** Supervision of all staff deployed within the catering operation

**Hours worked:** 30 hours per week

**Working pattern:** working 4 days from 7 to include weekend and public holiday working on a rota basis. Fixed-term contract for 6 months.

## Main duties of the post

1. To be responsible for the smooth running of the front of house service, to include serving customers and monitor and maintain standards set by the Catering manager. Act as initial point of contact for customer complaints and refer to appropriate manager if unresolved.
2. To work with the Head Chef and kitchen staff to ensure that food availability is in line with customer demand and with seasonal changes, initiating food promotions to increase sales.
3. To be responsible for staff presentation and all aspects of service in the front of house area to include training Catering Assistants in cash handling and till procedures
4. To produce staff rota's on a daily basis to ensure the efficient running of the restaurant and satellite kiosk/café whilst working with allocated budget.
5. To carryout daily cashing up, following WWT guidelines, and investigate any till discrepancies
6. To assist in the control and storage of stock and to manage stock levels according to regulations and procedures, using e-request systems to raise the appropriate paperwork.
7. To assist with stock-takes on a monthly basis and the administration of delivery notes, and associated invoices
8. To assist the Events Manager with planning and delivering exceptional customer service for functions
9. To ensure that visitor care is to the highest possible standard and that WWT's GUEST service standards are adhered to within the catering team.
10. To comply with all current Health & Safety and Food Hygiene Regulations and to ensure the health, safety and enjoyment of visitors whilst using our food service facilities.
11. To assist with all aspects of cleaning of the FOH, equipment and other food service areas ensuring that all checklists are completed.
12. To assist in the recruitment, development and training of all FOH staff and the induction of new staff.

13. To increase skill levels and develop the overall performance of the team including the development of your own skills.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the Manager shown above, from time to time.

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**Date Raised:** May 2018

**Amended:**

# Person Specification

## 1. Qualifications

### Essential:

- Basic Food Hygiene Certificate
- Educated to GCSE standard (A-C) or equivalent to include Maths and English
- Computer Literate

## 2. Experience

### Essential:

- Experience gained within a similar high volume catering operation.
- Supervisory experience of catering assistants.
- Experience of cash handling and cashing up
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### Desirable:

- Experience of working within a visitor attraction environment.
- Experience of special event catering.

## 3. Managerial & Supervisory

### Essential:

- Allocates basic tasks and carries out training

Type of staff	Number managed or supervised
Permanent Staff	1 - 6
Volunteers / Casual Workers	10-15

## 4. Responsibility

### Essential:

- Responsible for the smooth running of the front of house service
- Responsible for staff presentation and service in the front of house areas
- To comply with all current Health & Safety and Food Hygiene Regulations
- Responsible for the production of staff rotas

### Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	£500
Cash Handling	£6,000/day
Assets (required for job, exc buildings)	£500
Visitors (per annum)	190,000

## 5. Creative Ability

### Essential:

- To assist with the presentation and lay out of functions.
- Be responsible for presentation of employees and all front of house areas.
- Ability to deal with customer complaints before passing to relevant manager.

## 6. Contact

### Essential:

- Dealing with customers on a regular basis
  - Deal with kitchen and functions staff
  - Liaise with other departments such as admissions and bookings.
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### General Notes

This post requires regular work during some evenings, weekends and holidays to meet the needs of the post.