



# GOODWOOD

## The Role

The **Bar & Grill Supervisor** will be part of The Goodwood Hotel and report to the Bar & Grill Manager.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English estate in modern and authentic ways, delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

## Our Values

### The Real Thing

Always be inspired by Goodwood's heritage

### Daring Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things even better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Supporting the management of the restaurant operations and delivering an excellent customer experience whilst maximising revenue opportunities. To help lead and inspire the team, creating great relationships between the Front of House and Back of House operations.

### Key responsibilities

- To assist with setting, maintaining and monitoring the Food & Beverage standards in terms of presentation and service, ensuring consistency and quality whilst controlling costs.
- To deliver an amazing customer experience in line with the Goodwood brand standards.
- To ensure your shift has correct staffing to maintain service levels, whilst controlling staffing costs..
- To ensure compliance with applicable liquor laws, hotel rules and restaurant limitations.
- To assist with producing guest feedback from each shift worked.
- To build and maintain good relationships with all customers and handle complaints, requests and enquiries on food, beverage and service correctly and courteously.
- To lead by example, offering excellent levels of service and professionalism, and to help the team develop their customer service skills.
- To ensure there is clear consistent and two-way communication within the team.
- To adhere to the Hotel policies on Fire, Hygiene, and Health & Safety. To ensure that all potential and real hazards are reported and rectified immediately.
- To act as an ambassador for the Goodwood brand at all times and to ensure the Goodwood Group values are upheld to both external and internal contacts, through appropriate behaviour and performance.
- To undertake any other duties as requested by the Management team, in accordance with the scope and responsibilities of the role.

### Qualities you will possess

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| <ul style="list-style-type: none"> <li>• Passion for what you do.</li> <li>• Positive and friendly with a “can do attitude”.</li> <li>• Attention to detail.</li> <li>• Proactive.</li> <li>• Take responsibility for yourself.</li> <li>• Excellent communicator.</li> </ul> | <ul style="list-style-type: none"> <li>• Passion for training and developing people.</li> <li>• The presence to lead and inspire a team.</li> <li>• Cost control management skills.</li> <li>• Good negotiation and influencing skills.</li> <li>• A sense of fun!</li> </ul> |
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### What do you need to be successful?

- A good standard of education with evidence of business and financial training.
- Knowledge of food, wines and spirits.
- Health & Safety and/or basic food hygiene certificate.
- Relevant experience in bars/restaurants, as well as in leading a team.
- Experience of and enthusiasm for leading and supporting change initiatives.
- Some experience of developing others.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2