

**GOODWOOD**

**The Role**

The **Restaurant Supervisor** will be part of The Goodwood Hotel team and report to the Richmond Arms Manager and Assistant 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 Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To assist the Richmond Arms Manager and Assistant Manager by supervising the team and ensuring excellent customer experiences. To help lead and inspire the team, with a strong emphasis on training and development, guest satisfaction, product quality and profitability.

**Key responsibilities**

* To assist with setting, maintaining and monitoring the food and beverage standards in terms of presentation and service ensuring consistency and quality
* To deliver an amazing customer experience in line with the brand standards
* To support with planning staffing to maintain service levels whilst controlling costs
* To ensure compliance with applicable liquor laws, hotel rules and restaurant limitations
* 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 adhere to the Hotel policies on Fire, Hygiene, and Health & Safety. Ensure that all potential and real hazards are reported and rectified immediately
* To be fully conversant with all Goodwood Group products and services, in order to give potential and existing customers accurate information in a professional and timely manner
* To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance
* To undertake any other duties as requested by the manager or assistant manager, in accordance with the scope and responsibilities of the role

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Excellent communicator
* A passion for training and developing people
* A presence to lead and inspire a team
* Cost control management skills
* Good negotiation and influencing skills
* A sense of fun!

**What do you need to be successful?**

* A good standard of education
* Knowledge of food, wines and spirits
* Health and safety and/or basic food hygiene certificate
* Relevant experience in a restaurant supervisory position
* Experience of, and enthusiasm for leading and supporting change initiatives
* Some experience of supervising a team and developing others

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

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 3 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |