

## Supervisor

### Job Details

<b>Title:</b>	Supervisor
<b>Location:</b>	
<b>Job Purpose/Aim:</b>	To successfully support the management team in the running of the Chicken Cottage store(s).
<b>Reports to:</b>	Store Manager
<b>Supported by:</b>	Restaurant Team

### Job Description

#### **Leadership**

To lead team members in the providing high levels of Quality Service and Cleanliness in the operation of a Chicken Cottage restaurant. To ensure that, at all times team members present in our restaurant are performing in accordance with the standards as detailed in the Operations Manual. Promote a positive attitude towards work and always lead by example. Direct the team to exceed the needs of our customers.

#### **Customer Service**

To provide 100% customer satisfaction through friendly, courteous and helpful behavior, timely and accurate counter service, delivering a consistently high-quality product and showing sensitivity to individual customer's needs. This will involve the use of a EPOS system and IT systems. To be familiar with the service method as described in the operations manual and to comply with its requirements in all its aspects. Display confidence in approaching and dealing with all customers.

#### **Food Preparation & Cooking**

To prepare and cook all menu items in line with demand and to a high standard using a variety of equipment and tools in our kitchen environment. An ability to understand and act upon different methods of production and quality control is as detailed in the Operations Manuals. Ensure that the Food Safety Management System is followed and completed as directed in line both legal and brand requirements.

#### **Cleanliness and Hygiene**

To maintain exceptional levels of cleanliness and hygiene which exceed the standards required by law and fulfil the standards expected from our customers. Use all approved tools including following the Food Safety Management System & Operations Manuals where full details of tasks are detailed. Where necessary, personal protective equipment will be provided, this must be used as detailed. A wholehearted commitment to these responsibilities is essential.

#### **Personal standards**

To maintain the highest level of personal hygiene and to comply with uniform and jewelry standards as stated in the Operations Manual or staff handbook.

**Will work closely with**

- All managers to assist them with their responsibilities in the operation of the restaurant.
- Supervisors to develop the staff member's skills and to assist in the operation of the restaurant.
- All staff members to work as a team to achieve the tasks allocated in an efficient and productive manner.

**Accountability**

- To adhere to all operational procedures as detailed in the Operations Manual and all legal requirements as detailed in the support documents.
- To account for all sales received from customers when operating EPOS system, ensuring that all sales are recorded on the approved EPOS/Delivery Tablets.
- To act on all requirements stated in the Operations Manual and as prescribed by the franchise owner.
- To comply with any reasonable business request issued by immediate or more senior management