

# HOLKHAM

## Job description

### Café Supervisor

LOCATION	Holkham Courtyard Café, The Lookout at Holkham Beach and The Beach Café at Wells next the Sea.
REPORTING TO	Café Managers

#### **The Holkham Estate**

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

#### **Overall job purpose**

The role of the Café Supervisor is to help in the smooth day to day running of our cafés and maintain consistently high standards of presentation and customer service. You will be required to work within any one of the three cafés that Holkham owns. You will also be required to work to an operational rota which will include bank holidays and weekends.

#### **Job description**

The following is intended to provide guidance as to duties but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include:

To assist the Café Manager in the day to day running of the café.  
To prepare the day-to-day menu requirements as agreed with the Manager and have food displays ready for opening or set times as agreed.  
To maintain required records for stock, orders, food diaries, waste temperatures and staff training records  
To ensure that all areas in the café in which you are working are kept clean and tidy at all times. This includes all surfaces, crockery, cutlery and equipment with opening and closing checks adhered to.  
To ensure stock is stored and rotated correctly as per food safety guidelines.  
To display, as required, cooked and pre-packaged foods to maximize catering sales.  
To check the levels of drinks and products in the display units, replace them as required and notify the Café Manager of any low stock items where appropriate.  
To implement licensing laws, with a knowledge of the café premises license. This will include approving and denying alcohol sales where appropriate.  
To notify the Café Manager of all compliments, queries or complaints received relating to the cafés or associated Holkham businesses.  
To develop and maintain a high level of knowledge of our food and drink products, our local suppliers and general knowledge and understanding of the wider Holkham estate and businesses.  
To support the Manager with the training and retention of staff.  
To record and notify the Manager of all deliveries and transfers between Catering outlets.  
To attend regular team meetings  
To adhere to the Company's Health and Safety policy at all times.  
To make a positive contribution to the work of the company as a whole.  
To complete a Food & Hygiene course alongside in house training.

## **Personal qualities**

Initiative, energy, enthusiasm and excellent customer service skills.  
Good presentation and sales skills.  
High standards of personal presentation.  
Reliable and flexible with a positive attitude  
Team player.  
An ability to work calmly under pressure.  
You must have the right to live and work in the United Kingdom.  
A valid driving licence.

Previous catering experience would be preferred but is not essential.

## **Training**

You will be required and encouraged to engage in a program of professional development.