



**Last Reviewed: March 2018**

**Title:** Tea Room Supervisor

**Responsible to:** Front of House Manager

**Hours:** 30 hours per week Tuesday – Saturday (Full Season)  
Min. 20 hours per week (Closed/Truncated Season)

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### **Main Purpose of Job**

The post holder is responsible for all day to day requirements inc. catering and supervisory, in the Duchess Jean Tea Room.

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#### **1. Primary Duties**

- a. To be responsible for the preparation of food and drink as required in the tea room
- b. To be responsible for all matters relating to the Tea Room Till, inc. credit card purchases, refunds and on the job training.
- c. During each shift, to coordinate, supervise, support and, where appropriate, induct, volunteers in their roles
- d. To work closely with the Volunteer Team Leaders and the Front of House of Manager to ensure a consistent service throughout the week from all Tea Room teams
- e. To ensure compliance with statutory regulations regarding Health & Safety, Food Hygiene, food allergens etc as well as the Museum's own policies and procedures.
- f. To ensure the Tea Room and servery is kept tidy and clean throughout the day
- g. To ensure delivery of exceptional customer service from all Tea Room teams and volunteers and to deal with all customer enquiries and complaints.
- h. To have a flexible attitude to change.

#### **2. Tea Room Catering**

- a. To prepare food and drink items in response to customer orders
- b. To be conversant in all Tea Room procedures and practices, suggesting improvements as necessary.
- c. To support the Front of House Manager in the successful delivery of high customer service required of Tea Room activities.
- d. To monitor and notify the Front of House Manager when supplies and stock are required
- e. To ensure all food and other displays are regularly changed and updated accordingly

#### **3. Supervisory Role**

- a. To supervise all tea room volunteers and be the first point of call for all 'on the day' issues
- b. To ensure all new volunteers, be they new or covering from a different shift, are welcomed into the team
- c. To ensure all policies and procedures, as directed by the Front of House Manager are followed including those required to ensure a consistent set of work practices for each volunteer shift.

- d. To deliver 'on the job' training and support in all aspects of the Tea Room operation as required.

#### **4. Miscellaneous**

- a. To work closely with and support teams of volunteers.
- b. To develop and implement practices to reduce food waste to a minimum.
- c. Act as an outstanding ambassador for the Museum both locally and further afield.
- d. Occasional weekend and evening work will be required.
- e. The Cook/Baker and Tea Room Supervisor act as cover for each other during annual leave etc and therefore are not able to take leave at the same time.

#### **All Museum staff are expected to:**

- a. Identify with and contribute to the museum's mission, vision and Forward plan objectives
- b. Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
- c. Perform their own general clerical duties including, but not limited to, typing, copying, faxing, mailing and filing.
- d. Maintain confidentiality in all aspects of client, staff and agency information.
- e. Consider the day to day environmental impact of their work and act to reduce accordingly i.e. turn off unwanted lights, reduce paper usage etc.
- f. Follow any other reasonable duties as assigned by the Chief Executive.
- g. To attend conferences and other learning opportunities as discussed with Line Manager.

**The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post mentioned above.**

**The Museum reserves the right to amend the Job Description in consultation with the employee.**

**The Gordon Highlanders Museum pursues a policy of equal opportunities in the appointment and promotion of staff.**

## Person Specification

### Job Title: Tea Room Supervisor

	Essential	Desirable	Determined by
<b>Education: Qualifications and training</b>			
Good general standard of education	✓		Application form
Basic Food Hygiene	✓		Application form
Evidence of further study & continuing professional development		✓	Application form
SQA Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Food Preparation and Cooking) or equivalent		✓	Application form
<b>Skills</b>			
Ability to cook, bake and prepare a wide range of hot and cold food for large numbers	✓		Application form/Interview
Excellent cookery preparation and presentation skills.	✓		Interview
Customer service experience	✓		Application form/Interview
Cash handling and till operation experience		✓	Application form/Interview
Ability to work well under pressure	✓		Application form/Interview
Excellent verbal & written communication skills	✓		Application form/interview
Good organisational skills and ability to prioritise and plan work; Excellent time management skills	✓		Application form/interview
Good listening skills	✓		Interview
<b>Experience</b>			
Previous experience in a customer focussed environment	✓		Application form
Previous experience running a kitchen	✓		Application form/interview
Previous experience in catering for large numbers	✓		Application form/interview
Strong and demonstrable experience in providing first class customer care.	✓		Application form/interview
<b>Knowledge</b>			
Understanding of health and safety practices.	✓		Application form/interview
Principles of food hygiene and storage.	✓		Application form/interview
A knowledge of portion, stock control and food cost control		✓	Application form/interview
Good all round catering knowledge.	✓		Application form/interview
Use of all types of catering equipment.	✓		Application form/interview
<b>Personal Qualities</b>			
Ability to work in a busy environment	✓		Application form/interview
Flexible attitude to working hours.	✓		Interview
Ability to work on own initiative and as a member of a team	✓		Application form
Approachable and friendly disposition	✓		Interview
Motivated, enthusiastic and committed with a 'can do' attitude	✓		Interview
<b><i>NB references will also be used in this process</i></b>			