

# Hospitality Supervisor

## Runway Visitor Park

The Runway Visitor Park is located closely to Manchester Airport. Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

**Competitive salary up to £22,500pa / 25 days holiday plus bank holidays / contributory pension scheme / onsite car parking**

Reporting directly to the Catering Manager, this role is working on a full time, permanent basis, Monday to Sunday, 5 days out of 7.

Your duties and responsibilities will include but are not limited to:

- Communicating effectively with key staff and customers to ensure delivery of services is efficiently organised
- Up selling services to exceed customer expectation
- Ensuring that all stock levels are maintained
- Ensuring that staff are motivated, disciplined and trained in support of the Catering Manager

The ideal candidate will have:

- Excellent communication skills
- A passion for delivering excellent levels of customer service

You must:

- Be organised and have attention to detail
- Be an excellent people manager
- Be self-motivated and can work as a team

### Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Hospitality Supervisor - RVP

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 22 May 2022 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# Job Description

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## Hospitality Supervisor – RVP

<b>Salary:</b>	Up to £22,500pa
<b>Hours:</b>	40 hours per week
<b>Working pattern:</b>	Monday to Sunday 5 days out of 7
<b>Location and business area:</b>	Runway Visitor Park - Hospitality
<b>Aim of the role:</b>	To effectively support and supervise all aspects of the client's hospitality operation, delivering a world class service.
<b>Directly responsible to:</b>	Catering Manager
<b>Directly responsible for:</b>	Café Staff

### Main areas of responsibility

- Communicating effectively with Floor Management and key staff
- Communicating effectively with Catering Ops team to ensure delivery of services is efficiently organised
- Deputising for the Catering Manager all aspects of hospitality events delivery
- Effectively communicating with customers
- The ethos that the customer takes priority and work towards exceeding service expectations
- Up selling services to exceed customer expectation
- Committing to venue aspirations to provide world class service
- Maintaining and supporting the activities of the FOH team to deliver client events
- Supporting the Catering Manager in ensuring all events and staff are at the operational standard expected within the venue
- Ensuring that all service staff are briefed as to the client events
- Ensuring that all stock levels are maintained
- Ensuring that staff are motivated, disciplined and trained in support of the Catering Manager

## About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

## The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**  
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**  
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**  
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**  
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.  
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**  
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.



The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

# Person Specification

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Education	Essential	Desirable
Valid food hygiene certificate		✓
Experience		
Comparable role within the hospitality industry	✓	
Proven people management skills	✓	
Knowledge		
Awareness of the hospitality industry		✓
Skills		
Communication	✓	
Accuracy and attention to detail	✓	
Organisation	✓	
Ability to supervise a team	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business	✓	