



SILVERMERE

INN ON THE LAKE

EST. 1976

Company: Inn on the Lake at Silvermere

Address: Silvermere Golf, Redhill Road, Surrey, KT11 1EF

Job Title: Front of House Leader

Salary: £22,500 to £23,500(Based on experience)

Hours: 48 Hours a week, 5 Shifts worked across a variable 7 day rota

Job Type: Permanent

Job Description:

Our front of house team at Inn on the Lake Silvermere Golf Club is looking for 2 experienced Supervisor/Shift Leaders to join the team.

The successful candidates will be one of four Supervisors/Shift Leaders who ensure a high quality and safe food and beverage service is delivered across the whole Inn on the Lake -Bistro, Hospitality and Café areas. As well as personally setting the highest examples of customer service they will ensure their teams deliver consistency to our customers by providing and maintain the highest standards of food & drink service.

We will only be shortlisting candidates who can evidence several years of full supervisory experience and who have also worked within a conference and events venue delivering to both small and larger parties of guests.

Ability to demonstrate understanding and experience of responsibility for teams ensuring safe working within the new Covid-19 safety standards will also be valued and taken into consideration.

The Silvermere Leisure Complex is home to the famous Golf Superstore, the most accessible golf centre in the South East. Set amongst some of Surrey's finest countryside. The successful candidate will be working as part of Silvermere Inn on the Lake, the ideal place for golfers and non-golfers to relax.



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Key Tasks & Responsibilities:

Oversee day to day operation of the Bistro & Events

- Assisting the Front of House Manager in overseeing the staff ensuring a high level of customer service is always maintained.
- Ensure all hygiene food and safety standards are met across the business daily
- Complete all paperwork daily as scheduled
- Checking cleaning schedules are completed on a daily/weekly/monthly basis
- Assist in running of events when required
- Cashing up at the end of the day and input the daily takings, Cash handling
- Ensure the site is opened and closed correctly every day
- Ensuring stock rotation, Maintaining a stock level in line with business, maintaining a low level during quiet periods and keeping up with demand during peak times
- Ensure site wastage is kept to a minimum
- Report any maintenance issues as soon as possible to management
- Ensure the staff are up selling at all opportunities
- Keeping the bistro area tidy and presentable at all time

Skills, Experience and Qualifications:

As a Shift Leader at Silvermere Inn on the lake you need to have:

- Previous events and/or Hospitality experience
- Experience in running a team
- Excellent customer service skills
- Leadership qualities
- Team Player
- Approachable
- Previous experience of handling money / using the till
- Level 2 Food Hygiene (Not essential as training can be given)

Staff Benefits:

- Full Staff training
- Staff Uniform
- 28 Days Holiday Allowance (Includes bank holidays)
- Free Staff Meal on full shift
- Free Parking
- Company Pension
- On-site discounts

All applications and enquiries please email:

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