



TAPROOM + KITCHEN

WEST BERKSHIRE BREWERY

Taproom & Retail Supervisor Job Description

SCHEDULE 1 – JOB DESCRIPTION

Purpose of the Job: To help lead the operation of the Taproom and Kitchen business, ensuring exceptionally high quality and consistent service and product; working to maximise revenue and to control expenditure to deliver profit.

Roles and Responsibilities:

- Service and training
- Responsible for smooth running of daily shifts
- Help improve and maintain excellent customer experience
- Work with GM to ensure all team are trained in service standards
- Work with GM to ensure all team have full product knowledge
- Ensure staff are fully trained and tested on products, menus, health and safety and service prior to opening
- Monitor food service to ensure food is delivered to expected standard
- Ensure shop area is always fully stocked and presentable.
- Ensure all offers are communicated to team.

Financial:

- Correctly perform end of day procedures
- Supervise daily till operations.
- Perform Safe checks

Marketing:

- Actively promote sales within the business in a way which suits the brand.
- Positively promote the Taproom, Kitchen, Shop and Brewery in all you do.
- Work with managers to ensure all offers are communicated to team and customers

How we measure you in your role:

- Smoothness of operation
- Reviews
- Awareness and understanding of importance of stock control
- Awareness and understanding of the importance of wage control
- Adherence and understanding of all systems
- Customer reviews

Your Supervision Style:

- Able to focus on delivering exceptional customer service internally and externally. Communicating & Influencing
- Able to effectively communicate to influence management and teams Planning and Organizing
- Able to develop clear and logical step-by-step plans for self and others to incorporate what needs to happen, how, when and by whom. Delivering and Improving Standards
- Able to ensure that the Group/Site Standards are maintained, and ultimately improved, through strict adherence to policies, procedures, and quality standards. Commercial and Business Awareness
- Able to manage the business with a view to delivering high standards and optimum results
- Able to supervise a team and promote our core values in the service we provide to the general public. .