

# HOLKHAM

## Job description

### Café Supervisor

LOCATION	Holkham and Wells-next-the-Sea, Norfolk
REPORTING TO	Café Manager at the Wells Beach Café / Café Manager at the Courtyard Café / Front of House Manager at The Lookout
LATERAL RELATIONSHIPS	Café Supervisors / Retail and Visitor Experience Supervisors

#### **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, cafés, shops, concerts and events.

#### **Holkham Enterprises and Holkham Events Ltd.**

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from three car parks, three cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Over the past five years there has been significant investment to transform the visitor experience at Holkham and 2016 saw the opening of our new state-of-the-art banqueting and events facility, The Lady Elizabeth Wing.

#### **Overall job purpose**

The estate's leisure businesses now account for over two thirds of its revenue. The role of the

Catering 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 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, fridge/freezer temperatures, food temperature checks and staff training records in the kitchen

To ensure all areas are kept clean and tidy throughout the operating hours

To ensure stock is stored and rotated correctly as per food safety guidelines and café requirements

To ensure the Kitchen Supervisor has the requirements for the day

To support the other cafés with staffing if required and stock items

To prepare and display as cooked and pre-packaged foods in order to maximize catering sales.

There will be a requirement to work towards planograms to ensure consistency and to give maximum exposure to high profit margin items.

To check the levels of drinks and products in the display units, replace them as required and notify Café Manager of any low stock items. Where appropriate and in agreement with the Manager you will liaise with suppliers and order replacement stock.

To support the Café Manager with the training and retention of staff.

To notify the Manager of all compliments, queries or complaints received relating to the cafés or associated Holkham businesses.

To record and notify the Manager of all deliveries and transfers between catering outlets.

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 Holkham Estate.

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

## **Personal qualities**

Initiative, energy, enthusiasm and excellent customer service skills

Good presentation and sales skills

High standards of personal presentation

Team player

Flexibility, a positive attitude and an ability to work calmly under pressure

You must have the right to live and work in the United Kingdom

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 during the season.