

Job Description: Front of House Supervisor

Role: Front of House Supervisor

Pay: £12.49 per hour + share of optional 10% service charge

Hours: 20-25 per week

Job Type: Part-time, Permanent

Why You'll Love Working with Us

- Competitive pay plus equal share of optional 10% service charge
- Work-life balance with flexible shifts
- Career development & training opportunities
- 28 days holiday (pro-rata) + pension scheme
- Fantastic team culture — many of our staff have been with us for 10+ years

Benefits:

- Company pension
- Discounted or free food
- Employee discount
- Free parking
- On-site parking

What We're Looking For

- At least 3 months' experience in pubs or restaurants
- Available on weekdays, weeknights, and weekends. Please note: this role isn't suitable for students who aren't available during the week.
- A passion for delivering excellent customer service
- Strong organisation and time-management skills
- Ability to adapt quickly and keep calm under pressure

(Don't worry — full training is provided where needed.)

What You'll Be Doing

- Leading shifts and supporting the Front of House Manager
- Serving food & drinks while creating a welcoming atmosphere
- Helping the team hit sales targets and maintain high standards
- Ensuring hygiene, cleanliness, and safety are always top-notch
- Handling cash and card transactions with accuracy
- Taking pride in promoting the pub and keeping customers happy
- Occasionally locking up (usually 1-2 times per week, more if covering holidays)

This is more than just a job — it's a chance to be part of a friendly, long-standing team where your contribution really matters. If you're enthusiastic, reliable, and love working with people, we'd love to hear from you!

General Duties

- Prepare a variety of drinks & food items
- Interacting with customers (including serving food and drink) and ensuring that high standards of customer service are maintained.
- Ensure all marketing is distributed accordingly
- Monitor profitability and performance to ensure sales targets are met or exceeded
- Ensure all mandatory training is up to date
- Promote the pub always in a positive manner
- Adhere and adapt to all current, amended, and new policies and procedures with ease
- Maintain fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
- Ensure food and drink quality is prepared to maintain 100% customer satisfaction.
- Ensure you work together as a team to provide the products and service your superiors and company policies expect
- Carry out all general and deep cleaning duties throughout the whole pub to ensure the highest standards are met
- Prepare and take money transactions

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Employees will follow any other instructions, and perform any other related duties as assigned by their line manager.