

The Westbrook Pub Company

Job title: Front of House Supervisor

Start Date: April 2021



About us:

The Westbrook Pub Company is an ambitious group currently with two pubs under management. The Company's ambition is to actively increase its portfolio of high-quality pubs, bars and restaurants.

You will join a fantastic growing team at our first pub, The Waggon & Horses, Southmoor. The pub is a traditional pub. The pub is the newest member to The Westbrook Pub Company, having taken over in late 2020 and only open for 3 days prior to the latest lockdown. The pub has transformed itself into a Steakhouse, with the aim to provide a great quality grill offering for up to 200 guests a day.

The Waggon & Horses focuses on both top-quality produce all made in-house, alongside keeping our roots as a traditional pub.

Job description:

We have a fantastic opportunity for an enthusiastic and hardworking individual with a passion for hospitality. The ideal candidate will be a team player, who will be able to work well under pressure in this client-facing role. You will be working closely with the general manager and front of house manager. You will support all areas of the restaurant, including taking responsibility for running the shift on occasions during the manager absence.

Key Roles:

- Assisting with the daily operations of the restaurant and pub.
- Assisting with staff training and embedding the standards required of the team.
- Regularly running the shift.
- Ensuring that daily shift plans are followed.
- Building and maintaining strong working relationships with the team, ensuring the team is working together in delivering the common goal, delighting our customers with great service.
- Passing customer feedback on to management.
- Dealing with any complaints affectively through to resolution.
- Assist with ensuring that high standards of hygiene, safety and general housekeeping are met at all times.
- Effective communication with kitchen teams e.g., in relation to food allergens

About you:

- Extensive past hospitality experience in similar role.
- Food safety level two.

- Cellar management experience.
- Knowledge of high-quality food and wine with an eagerness to learn more.
- Strong detail analysis of service delivery and identify continuous improvements
- Excellent communication skills, both orally and written and the ability to communicate effectively at all levels.
- Able to operate with minimal input from management, exercise excellent judgement and decision making and be totally customer service driven.
- Capable of organising large volumes of work for both themselves and others, able to multi-task, work to tight deadlines when necessary and produce high quality work under pressure.
- A clear self-starter with the ability to demonstrate innovation and drive.
- Ability to make a decision, and when to seek further clarification on a decision.
- Experience of running shifts in managers absence (desirable).
- Previous barista experience (desirable).
- Previous EPOS back-office management (desirable)

Part of a focused and dynamic team, delivering a multi-faceted, co-ordinated facilities management service to our company. This is a proactive role, which requires someone who is able to consider wider team issues whilst developing and refining the service.

The successful candidate will have previous experience working for a high-end restaurant or gastropub looking to take the next step towards restaurant management. A wealth of staff and change management experience is essential.

This role requires you to work 45 hours per week, typically 5 days on, 2 off. 20 days holiday + bank holidays, which you may be required to work. Competitive salary based on experience.

To apply, please send covering letter and CV to jobs@thewestbrookpubcompany.com