F&B Supervisor – EMCC

About us

We have an exciting opportunity that offer plenty of scope to develop a successful career in hospitality supporting the following Nottingham Venues property:

Set in 330 acres of the University of Nottingham’s landscaped parkland, East Midlands Conference Centre recently completed a £2.1m refurbishment. Sited adjacent to the Orchard Hotel, the centre provides space for events for up to 1000 delegates.

Main purpose of the role:

Our conference centre is an engaging and fun place to work, being a central part of our guest's overall experience. Working closely with the F&B Leadership Team, you'll be involved in all aspects of the day-to-day operation of the department including preparation, set up and service of the food and bar service areas.

You'll be responsible for checking duty management, reviewing, and monitoring cash floats and stock levels and ensuring equipment is well maintained. You will be focused on the presentation of the conference and bar space and have a natural sense of pride in your work.

You will be customer led and be able to anticipate their needs, whilst working to maximise performance within your department. You will lead by example and ensure that your team have access to the correct information and training needed to perform their role.

The ideal candidate:

With a natural flair for fantastic customer service and strong supervisory skills, you will have a keen eye for detail. Communication is key in this role, so English is essential, but we warmly welcome candidates who can speak additional languages too.

You’ll have:

An engaging and outgoing style
Strong communication skills
Attention to detail
A naturally intuitive approach with guests
Experience in delivering great customer service
Benefits

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years’ service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Discounts available for both yourself and friends and family in our hotels and restaurant
- Discounted membership at the University sports facilities
- Employee recognition schemes including long service awards and monthly “Top of the tree” event
- Opportunity to earn additional payment by being a member of various employee committees
- Employee wellbeing support
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So, we’ve updated our Privacy Policy to reflect how we collect, protect and handle your personal information.