

## About us

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

Set in 330 acres of the University of Nottingham's landscaped parkland **Orchard Hotel** is a stylish, award winning, eco-friendly hotel. With 202 bedrooms, a variety of meeting rooms, brasserie restaurant, bar and terrace.

**East Midlands Conference Centre** has recently completed a £2.1m refurbishment, sited adjacent to the Orchard Hotel, providing events for up to 1000 delegates.

## Main purpose of the role:

Our restaurants, bars and conference centres are engaging and fun places to work, being a central part to our guest's overall hotel 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, focusing on delivering fantastic service to our guests time and time again. You'll also be responsible for checking duty management, reviewing and monitoring cash floats and ensuring equipment is well maintained.

As Food and Beverage Supervisor you'll oversee the smooth running of the food and beverage service and team, always ensuring our guests have a great experience. You'll be focused on the presentation of your bar, restaurant and conference spaces, ensuring they're clean and tidy, as you'll just have a natural sense of pride in your work. The journey of our guests is incredibly important, so you'll be naturally customer-led, whilst working to maximise performance of the department through up-selling and service standards.

## The ideal candidate:

With a natural flair for fantastic customer service and strong supervisory skills, you'll also have a keen eye for detail and be familiar with booking systems such as Open Table. Communication is key in this role, so fluent 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**

**As a talented member of our fantastic team, you will be rewarded with:**

- 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
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both you and family and friends in our hotels and restaurant
- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- 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.