

**Job Title:** Food & Beverage Supervisor

**Location:** Tinside Lido - Plymouth Active Leisure

**Reports To:** Food & Beverage Manager / Tinside Lido General Manager

**Hours:** 37 hours per week between 7am & 11pm (flexible shifts including weekends, evenings, and holidays)

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### **Job Purpose:**

We are looking to recruit a new Food & Beverage Supervisor for Tinside Lido who will support the Food & Beverage Manager and the site General Manager in the efficient day-to-day operation of all food and drink services. This successful applicant will ensure excellent customer service, uphold high-quality standards, and supervise a motivated team to deliver an exceptional experience to guests and visitors in this new commercial development at the iconic Plymouth landmark.

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### **Key Responsibilities:**

- Oversee daily operations across all F&B outlets (café, bar, events, etc.)
  - Supervise, train, and support team members, ensuring high standards of service and professionalism
  - Maintain a clean, safe, and welcoming environment in accordance with health & safety regulations
  - Monitor inventory and place orders as needed, working with suppliers and management
  - Ensure compliance with food hygiene, licensing, and safety standards
  - Handle customer queries and complaints promptly and professionally
  - Assist in scheduling, shift planning, and performance management
  - Drive revenue through upselling, promotions, and excellent customer engagement
  - Support the planning and execution of events, functions, and private bookings
  - Report maintenance issues or service disruptions to relevant departments
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### **Person Specification:**

#### **Essential:**

- Previous supervisory experience in a food and beverage environment
- Strong leadership and team management skills
- Excellent communication and customer service abilities
- Good knowledge of food safety, hygiene, and licensing laws
- Ability to work under pressure and manage multiple tasks
- Flexibility to work a variety of shifts including evenings and weekends
- A real people person who can interact with all types of people

#### **Desirable:**

- Formal hospitality qualification or relevant training (e.g. Food Hygiene Level 3)
  - Experience with EPOS systems and stock management
  - First Aid or Fire Safety certification
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**Benefits:**

- Complimentary fitness membership at all Plymouth Active Leisure sites
- 20% Discount on Food & Beverages
- Pension scheme
- Twenty eight days holiday
- Role development opportunities