

JOB DESCRIPTION

JOB DETAILS

Job Title: Front of House Team Leader

Reports to: Assistant Manager

Job Holder:

Date: July 2015

JOB PURPOSE

To supervise the front of house team to ensure that the presentation and sale of Hummingbird's product range reflects a consistently excellent standard of customer service. In collaboration with branch management team to deputise for the Assistant Branch Manager during their absence.

To work in liaison with the ABM and SKTL to ensure that the design, quality and production of Hummingbird's product range is to the highest possible standard of food preparation, decoration and delivery.

To set an example to staff in respect of Hummingbird's standards of professionalism, behaviours and output. To ensure the image of Hummingbird is positively projected at all times.

KNOWLEDGE, SKILLS, EXPERIENCE & KEY COMPETENCIES REQUIRED

- Experience of working in an artisan luxury retail environment, preferably food retail; experience of, and aptitude for, working in a "hands on" commercial environment;
- Good basic standard of literacy and numeracy;
- Good basic working knowledge of health and safety regulations and food hygiene legislation would be an advantage;
- Excellent customer facing skills with good verbal communication and the confidence and ability to establish a rapport with customers;
- Ability to communicate with staff and management at all levels, including the many Hummingbird staff for whom English is not their first language;
- Good interpersonal skills with the ability to build effective working relationships and to work collaboratively with colleagues at all levels both within the branch and throughout the company;
- Organised and efficient.

MAIN RESPONSIBILITIES

Leadership and people management

- Working with the Assistant Branch Manager, to deliver induction training to all new front of house recruits and to maintain Hummingbird's standards through regular refresher training;
- To play an active role in the ongoing implementation of on-the-job skills training together with the day to day implementation of the personal development plans for front of house staff, whether developmental or remedial. To act as a mentor for any inexperienced staff;
- To work with the Assistant Branch Manager on the implementation and follow up of all training manuals for new and existing staff;
- To monitor the standard of work performance and conduct of the front of house team members including, specifically, any lateness and/or sickness absence, and to bring any potential issues to the immediate attention of the Branch or Assistant Branch Manager;
- To build and maintain effective relationships within the branch and to promote a free flow of effective communication and a harmonious working environment for all staff to enjoy;
- To deliver a daily team-talk to staff and to participate proactively in the monthly front of house meeting to motivate and to deliver refresher training and to ensure that staff have all the necessary company information regarding, for example, promotional offers and new products.

Customer service

- To supervise the front of house team to ensure that they work efficiently, effectively and in compliance with Hummingbird's policies and procedures;
- To ensure that the presentation of the front of house area is immaculate and attractive, with tables cleared at frequent intervals throughout the day;
- To support the Assistant Branch Manager in delivering a consistently high standard of product presentation in the shop together with excellent customer service at all times. To monitor and motivate the front of house team to present, sell and up-sell in accordance with Hummingbird standards of customer service;
- Working collaboratively with the Assistant Branch Manager and the kitchen team to ensure the timely and appropriate product replenishment of the counter, to avoid either potential lost sales because an item(s) has sold out or overproduction resulting in wastage;
- To share responsibility with the Branch and Assistant Branch Managers for undertaking/supervising the start of day set up and/or closing the branch in accordance with its published trading times;

- To supervise all front of house staff in their adherence to Hummingbird's protocols for cash-handling, including use of the till;
- To undertake a weekly stock-take of front of house supplies, reporting the results to the Assistant Branch Manager;
- To acknowledge any customer complaints and refer them as appropriate to the Branch or Assistant Branch Manager.

Health & safety

- Working closely with the Assistant Branch Manager, to promote a genuine safety culture within the front of house areas;
- To implement the company's food hygiene and food handling procedures front of house and, working with the Assistant Branch Manager, to supervise the front of house staff to ensure their compliance, at all times, with both Hummingbird's health and safety and food hygiene policies and legislative requirements;
- To monitor and maintain the cleanliness and organisation of the front of house areas on an ongoing basis throughout the working day; to participate in the weekly deep clean;
- To check the temperature of the coolers front of house twice daily to ensure that products are being stored at the correct temperature for food safety purposes and to enter the results in the log sheet;
- To support the Assistant Branch Manager in undertaking weekly, and where appropriate, daily checks of front of house equipment. To report faulty or damaged equipment and any potential hazards to the Branch Manager immediately;

General

- To attend and participate proactively in the quarterly branch staff meeting; to actively give feedback, to raise any issues and to contribute ideas and suggestions that may enhance the branch's performance;
- To work collaboratively with peers and to facilitate productive working relationships within the Company so that Hummingbird can meet its business targets and continue to grow;
- To undertake any other reasonable duty as required by the Company.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Direct reports: front of house team members
- Colleagues within Head Office and other branches
- Customers

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Manager's Signature:

Date: