

Team Leader Job Specification

Job title

Event Team Leader

Location

Various

Reports to

Managing Director and Head Chef

Responsible for

Waiting staff

Job summary

To deliver an excellent customer experience at each event, ensuring company reputation is maintained and the event is delivered to the outlined specification.

Responsibilities

Customer Service

To be a role model for excellent service to all customers in line with company standards.

Being the focal point for all customer queries on the day.

To look after the needs of the customers showing a 'can do' attitude at all times.

Event Delivery

Responsible for the smooth running of the event from a "Front of House" perspective.

Ensure the dining room, arrival drinks and canapes are set-up on time.

To oversee the service of all food and drink to the customers.

To manage the table plan and meal orders for each table.

To manage the food intolerances and special dietary requirements for the guests.

Liaise with the chef and events programme to organise timings of staff.

Along with the Head Chef, ensure the event is delivered to the specification provided.

When required, oversee the washing-up of all dirty crockery, cutlery and serving equipment.

To assist the chefs with unloading and loading the van.

Deliver staff briefs.

To ensure every event task on the event checklist is completed to company standards.

Completion of the Event Checklist and an Event Summary Report, highlighting any areas that went well, or could be improved.

To provide the Chefs with staff to assist, when required, with food preparation tasks.

Staff

To ensure the continued motivation of all waiting staff throughout the shift.

Have oversight on all staff and address any issues immediately.

Manage staff breaks.

Completing inductions for new recruits.

Implement staff training, including refresher training.

To be a focal point for all staff queries on the day.

Select the "employee of the shift".

Other

To take responsibility for own personal development in line with the annual performance objectives.

Attend training days.

To assist the Head Chef or Company Director, when required.

Remuneration

£7.50ph (18 to 20) and £8.50ph (21+) plus bonus payments

Monthly Team Leader Bonus Scheme - £25 team leader bonus per shift if the monthly team leader targets are complete.

Monthly Team Leader Targets

Completion of the Event Summary Report and Event Checklist.

Completion of at least 2 shifts as a team leader a month.

Expectations

Completion of at least 4 tasting shifts per year.

Attend at least 2 training sessions per year.