



**JOB TITLE:** Elements Supervisor

**JOB REFERENCE:** ESS 09/20

Application for this position is via Company Application form only, to request an application pack please submit your CV and we will be in touch!

We are seeking to recruit a dedicated, enthusiastic supervisor to join the management team within Elements Spa Eatery and The Palm House, the newest addition to our Thermal Village at Galgorm Spa & Golf Resort.

Candidates must have previous supervisory experience. We require someone with a passion for hospitality and ambition to progress within an award winning company. If you think you have what it takes we want to hear from you!

***The Person:***

**Applicants must:**

- Have a passion for hospitality.
- Have at least 1 year's supervisory experience in a café/restaurant and/or bar (Essential).
- Have strong supervisory skills and be able to demonstrate an ability to lead, motivate and inspire a team.
- Have exemplary attention to detail.
- Have experience in carrying out opening and closing procedure of a café/restaurant and or bar including till reconciliations and other key holder duties. (Essential).
- Be performance driven and focussed on implementing a culture of excellent customer service.
- Excellent planning and organisation abilities
- Be able to work well while under pressure and show initiative whilst multi-tasking.
- Have a flexible approach to working shift patterns and be available to work early mornings, lunchtime, evening shifts and weekends.

***The Position:***

The main responsibilities for this position include:

- Assisting with the management of all day to day operational issues relating to the food & beverage service in The Palm House and Elements Hloo Dome located in our award winning Thermal Village at Galgorm Spa & Golf Resort.
- Consistently provide a friendly and efficient service to ensure each guest leaves with the desire to return.
- Ensuring that all food & beverage staff are well trained and managed.
- Demonstrating effective communication skills and work in a professional manner with all guests, customers and colleagues.
- Monitoring team members to ensure all Company and Statutory Fire, Health, Safety and Hygiene Regulations are observed.
- Participating in regular team meetings.

- Having full and complete knowledge of the menu, enabling you to assist with any guest or customer queries.
- Accurately take and process through the Resort billing systems all food and beverage orders and payments.
- Ensuring knowledge of the resort and facilities is up to date in order to upsell at every opportunity and maximise profitability.
- Adhering to the appearance and grooming standards required by the Resort at all times.
- Attending any training that has been set up to aid your personal development.

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

**Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.**

**GALGORM Spa & Golf RESORT ARE EQUAL OPPORTUNITY EMPLOYERS**

**To apply for this position is by application only. Please email [HR@galgorm.com](mailto:HR@galgorm.com) ref ESS 09/20 to request an application pack.**

**The closing date to request an application will be Monday 14<sup>th</sup> September at 12noon, with the end closing date for return of applications by Wednesday September at 12noon.**