

## **Bar Supervisor Job Specification - Crafty Egg, Church Road**

As a Bar Supervisor at the Crafty Egg, you will play a key role in managing day and/or evening shifts, ensuring high standards of customer service, product quality, and staff management. You will be responsible for maintaining a clean and safe working environment, and ensuring smooth daily operations.

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### **Key Responsibilities**

#### **Customer Service & Sales:**

- Ensure prompt seating, serving, and table clearing to maintain a smooth flow of service.
- Drive sales and encourage up-selling by delivering excellent levels of customer care.
- Assist in handling difficult or dissatisfied customers, ensuring issues are resolved professionally and swiftly.

#### **Operational Efficiency:**

- Monitor bar cleanliness and compliance with health/safety regulations.
- Ensure the bar is properly stocked at all times.
- Assist with inventory control and stock orders.
- Oversee and manage staff during shifts, ensuring all tasks are properly allocated and breaks are efficiently managed.
- Ensure deliveries are safely unpacked and correctly stored, following all health and safety protocols.
- Monitor and maintain FOH stock levels, reporting low stock to the General Manager.

#### **Health & Safety:**

- Ensure the environment is clean, safe, and hazard-free at all times (regular toilet checks, hazard monitoring, etc.).
  - Coordinate with the kitchen to monitor food quality, addressing any concerns if food standards are not met.
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This role requires strong leadership skills, attention to detail, and the ability to handle fast-paced environments. You will be pivotal in maintaining the Crafty Egg's reputation for excellent service and quality.