



MIDDLETON HALL RETIREMENT VILLAGE

FRONT OF HOUSE SUPERVISOR

Responsible for the development and supervision of Middleton Hall's front of house services – inclusive of our Orangery/Bistro, Restaurant & Farm shop, you will supervise a small team of Co-owners to ensure exceptional customer experience and successful delivery of bespoke events.

Permanent contract offering 32 hours per week on a rota basis with flexibility to work across a combination of shifts, incorporating weekends.

Competitive Salary

This role reports directly to the Hospitality Manager.

Who are we?

- Employee owned & multi award-winning Retirement Village set in the beautiful parkland and gardens of the Middleton Hall estate
- A group of like-minded individuals, sharing the same core values to support our residents to live their best life

What does being a Front of House Supervisor involve?

- Oversee the customer dining experience across our Restaurant, Orangery/Bistro and Farm shop – ensuring décor, facilities and produce is of the highest standard
- Manage and develop a small team of co-owners – ensuring an excellent customer experience
- Liaise with our kitchen team, working closely to plan and successfully deliver bespoke key events for our amazing residents, families, friends and co-owners
- Operate and train new co-owners on our POS system
- Liaise with suppliers, order stock and control produce and point of sale items
- Work with the Hospitality Manager to plan rotas
- Achieve service specific KPI's and objectives
- Ensure hygiene and health & safety across all designated areas
- Hard work! But you will truly make a difference (and have some fun too) in such a rewarding environment



MIDDLETON HALL

RETIREMENT VILLAGE

Would I be right for the role?

- Ideally you will have plenty demonstrable experience from a similar role.
- Are you friendly, knowledgeable, patient, yet able to work in a fast paced and deadline driven environment?
- Can you (and your team) deliver exceptional customer service?
- Are you keen to share new ideas? Enthusiastic, ambitious and ready to learn and develop even more skills?
- Able and willing to take on additional responsibilities in the long term?
- Flexible and able to work in a challenging yet hugely rewarding environment?

Just some of the benefits you can expect to receive ...

- Competitive Rates of Pay
- Full induction programme and many training & development opportunities
- Use of our Spa & fitness facilities
- Free Parking
- Discounted Food/Drink from our Orangery menu
- 24/7 access to our EAP service

How do I apply?

- Please download & complete an [application form](#) and return this to us via recruitment@mhrv.co.uk

Due to Covid-19 legislation our vacancies are subject to mandatory vaccination requirements, unless exempt. As part of our pre-employment checks you will be required to provide evidence of completed vaccinations or complete a medical exemption self-certification form.

We are committed to safeguarding and promoting the welfare of our residents. We expect all co-owners and volunteers to share this commitment and an enhanced disclosure & barring service check (DBS) will be sought.