



FOOD & BEVERAGE SUPERVISOR/DUTY MANAGER, (Live in optional)

The Four Seasons is looking forward to its busiest summer season ever. We know it is going to be tough but bring on the challenge!

We are looking to develop our offering with the addition of a hands-on team leader looking for a new challenge. If you join our team, you will have full responsibility for delivering the daily operation of the food and beverage outlets under the guidance and direction of the owner.

We can offer accommodation (single or couple) if required and during time off, you can participate in the numerous water sports in the area, play golf, cycle, hike, go-ape, or get to intimately know our local wildlife. The vision and ethos of The Four Seasons is about bringing the outside in and being in touch with nature and we want to make sure that our staff can benefit from that too!

If this sounds like what you are looking for then we'd love to chat through your expectations and ambitions. We are happy to consider a job share for this position and happy to consider couples applying for multiple positions.

Oh, and you must like dogs!

Food and Beverage Supervisor - main duties and responsibilities:

- To exceed sales targets through excellent customer service and upselling skills
- To ensure excellent customer service is consistently delivered in the restaurant/bar/retail shop, managing customer expectations as necessary.
- To take responsibility for the F&B outlets being well presented at all times
- To take a pro-active approach to running the department and team, leading by example
- Ensure that stock levels are maintained and that a stock rotation system is exercised throughout
- Ensure that stock orders are placed in a timely manner not over/under ordering.
- Ensure that standards of hygiene are maintained throughout the operation both FOH & BOH either through exercising a hands-on approach or through the assistance of other staff.
- Handle customer complaints
- Being Covid aware at all times
- Ensure that F&B reports are kept up to date including, food costs & cellar-movement
- To assist in the recruitment, training and development of F&B staff.
- To cover reception and reservations shifts during quiet periods, handling reservation enquiries, check-in, check out and dealing with internal guest requests when needed

The Four Seasons, Hotel and Little Larder, Lochside, St Fillans, Perthshire PH6 2NF

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The Four Seasons, Hotel and Little Larder is the trading name and Registered office of 'The Four Seasons Hotel (Perthshire) Limited' and is Registered in Scotland, Company No SC564748.

Skills, qualifications and experience:

- Ability and confidence to deal with situations quickly and decisively
- Ability to multitask, prioritising tasks and projects as relevant
- Previous experience within a similar role - preferred
- Have a positive & bubbly personality
- Be a team player
- A resourceful problem solver
- Hold a personal license (Scottish)- preferred
- Numerically astute
- Experienced and fully conversant with Microsoft office (particularly Excel/Word)

Benefits:

- Salary up to £30,000 subject to hours and experience
- Hours up to 48 per week
- 28 days holiday pro-rata to be taken between November and January (Winter trading hours from November to March)
- Share of tips/service charge/bonus scheme
- Live-in accommodation available (single rooms, shared facilities) and meals. Alternative accommodation options off-site.
- Employment “anniversary” meals
- Staff discounts, friends and family rates

In the first instance, please send your CV to Susan@thefourseasonshotel.co.uk

Candidates must have the right to work in the UK and speak fluent English

Thank you for taking the time to read our ad. We hope you have found it of interest and look forward to hearing from you.

13 December 2023