

THE ANGEL INN

FRONT OF HOUSE SUPERVISOR

About Petworth Places

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Eat, Stay, Event at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great success.

About the Role

Our Supervisor will be wholly responsible for all front of house operations when working. You will be someone with exceptional guest service abilities and knowledgeable on our food and its' provenance. A strong people manager, who can lead from the front to achieve a memorable guest experience.

Responsibilities

The Supervisor will be responsible for:

- Organisation of all dining areas to ensure they are clean and inviting. Adequately spaced for the comfort of our guests.
- Menus are available; current and presented according to company marketing standards.
- Tables are booked in advance according to any current guidance or legislation.
- Online booking system used to capture appropriate guest data; for marketing purposes in addition to meeting any current guidance. GDPR always maintained.
- Ensuring every guest is greeted with a warm and friendly manner, seated promptly, and given a great experience from the moment they step through the door.
- Supervisor leads by example on food and beverage knowledge and can help select drinks that compliment food choices.
- Ensures staff working on shift are presented in a clean and hygienic manner, wearing the correct uniform.

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- Understands the training plan for all new and existing employees and actively supports training and development of each person.
- Effectively manages opening and closing standards to reflect the requirements of the business.
- Ensuring the dining areas, restrooms, foyer are cleaned and maintained to a high standard.
- Ensuring the bar is always presentable and clean.
- Bar is stocked to look inviting and interesting.
- Be able to cash up and complete all opening and closing paperwork as required.
- Understand cash and card transactions; has the ability to reconcile issues on shift.

Experience and Skills Needed:

Candidates will preferably be enthusiastic with a positive 'can-do' attitude and a passion for delivering great food and exceptional service every day.

We Offer

- Competitive market rate salary plus share of gratuities and service charges (TRONC)
- Staff discounts at all group outlets
- Complimentary meal during shift (for shifts in excess of 7 hours)
- Free admission to Gallery exhibitions for employees
- Discounted membership to Newlands House Gallery
- Opportunity to rent company accommodation for in Petworth at a reasonable rate, for certain roles and if available
- Holiday entitlement of 28 days per annum including Bank Holidays (for full time roles).
- Learning and development opportunities

Location: Petworth, West Sussex

Employment Type: Permanent, Full time and Part Time roles will be considered

Salary: Competitive market rate salary

To Apply:

Please send your CV and cover letter to recruitment@petworthplaces.com