

Front of house supervisor - Full job description

We are looking for an enthusiastic and motivated Front of House Team Leader to join our team!. If you like a bit of variety and beautiful views on the water, then this role may be for you!

About us:

The Sabrina boat is a 60-seater passenger vessel on the River Severn that runs on the river loop around Shrewsbury town centre. We offer day trips with table service for drinks and live commentary.

As well as our day trips, the Sabrina Boat operates as a function venue. These range from our own theme nights to private parties.

About the role:

Primarily, you will be required to supervise the front of house operation on the Sabrina Boat, this includes our daily boat trips and evening cruises which run between March and October.

The position will require a combination of daytime and evening work, working 4 or 5 out of 7 days during the working week. Your total hours may vary depending on the requirements of the business.

As working on a boat can provide many different challenges, some of which you may not have encountered before, you will take part in a full training program to provide you all the skills and knowledge needed to be successful with in the role. We also welcome applicants with no prior supervisory or management experience

Key responsibilities:

- Management of day trips & evening functions
- Ensuring that the levels of service are maintained to the company standards
- Assisting the General Manager
- Inventory management, counts & wet/dry stock orders
- Health & safety management
- Daily cash ups
- Cleaning
- EHO compliance

Requirements of the role

- Ability to work well within teams or alone
- Reliable, trustworthy, and flexible
- Friendly and customer service focused
- Previous experience in hospitality, including bar and floor service

Staff Benefits

- Tips will still be divided out on the day with a small % into an office tip box.
- Monthly employee of the month
- Free drink after 6 hours of working (Single and mixer / beer / 250ml wine / soft drink)
- Free tea / coffee / squash / coke /lemonade during shift
- Water supplied in plastic bottles
- Snacks 50p during shift
- 50% off during shift for soft drinks which are in a carton, bottle or tin (juice, still, sparkling, ginger beer / tonics etc)

Boat Trips

- 1 free family ticket a season (subject to availability and booking)
- Free boat trips for daily boat trips (subject to availability). Friends and family pay as normal. Drinks at normal rate
- Free dance theme night, friends / family pay as normal. Downstairs unless room to go to top deck.
- Other theme nights charged for staff and guests at cost to us – mid deck /lower deck only. Full price if top deck. Drinks at normal
- £50 off picnic boat hire

Job Types: Part-time, Zero hours contract

Pay: £6.50-£12.00 per hour

Expected hours: 8 – 32 per week

Benefits:

- Discounted or free food

Schedule:

- Day shift
- Monday to Friday
- Night shift
- Overtime
- Weekend availability

Supplemental Pay:

- Tips

Work Location: In person

