



# Floor Supervisor

## Job description

Reports to: GM/AGM/Duty Manager

### Responsibilities

- Motivate and coach the team (F&B Attendants)
- Provide guidance and actively set an example for team members, ensuring all SOPs are maintained and followed.
- Ensure all team members are aware of their role duties through effective and positive communication
- Maintain positive culture among the team, ensure service standards are fast, efficient and friendly
- Supervise opening and closing of door, ball pits, floor and cloakroom. Ensuring that opening and closing checklists are completed on a daily basis
- Supervise operations during shifts
- Deal with minor complaints raised whilst supervising a shift. Proactive in solving customer problems and satisfying customers in various situations
- Ensure par levels of PDQ rolls, wristbands, tokens, etc. Inform AGM/GM when needed to be ordered
- Assist AGM/GM with training for the team

### Qualifications & Skills

- Ability to motivate and inspire your team
- Lead by example
- Good knowledge of beer, wine, cocktails and spirits
- Great communication skills
- A confident, approachable and outgoing personality
- Excellent attention to detail and a strong presence amongst staff and customers
- The drive to meet and exceed customer expectations and ensure repeat customers

### Benefits

- 28 days annual leave including Christmas and your birthday! (Part time & zero hour roles accrue holiday on pro-rata basis)
- EAP in place that gives you 24/7 access to counselors and therapists
- Free local gym membership with machines, classes, swimming pool, sauna and steam room
- Daily staff food & drinks for free
- Genuine learning and developing opportunities
- Buzzy working environment
- Possibility to travel and work across the country
- Massive employee discounts & regular staff giveaways
- Quarterly staff parties and awards giving international travel prizes