

## Beautifully Cornish.

Ann's Pasties has grown from a beloved Cornish brand to a Nationwide name synonymous with Cornish quality and heritage. We are an ambitious team and have a solid and inspiring plan for future growth. Our beautifully Cornish products are a reflection of the land and environment where we live and work. Working at Ann's means sharing in the vision and support of our team. Flexibility, inspiration, growth and passion for good food and excellent customer service all drive our business forward whilst simultaneously powering your career within the food and beverage industry.

**Job title:** Retail and Bar Supervisor

**Department:** Retail

**Reports to:** Operations Manager

**Pay & benefits:** up to £11.00 per hour

### The Role:

- Ensure the smooth daily running of the retail and bar operations.
- Manage and oversee the cooking, display, storage & service of all products ensuring quality and standards are never compromised.
- Responsible for the opening and closing of the shop ensuring all SOP's and protocol are followed.
- Deliver a high level of customer service & care at all times
- Responsible for creating and maintaining a clean, compliant & safe working environment.

## Area of responsibility/tasks:

### Leadership

- Supervise the retail/bar teams on a basis ensuring all duties and tasks are completed to a high standard in a timely manner.
- Always lead by example, following the procedures laid out and ensuring the team are performing all tasks as laid in training.

### Product Quality

- Ensure all our products are cooked, displayed and served in line with SOP's never compromising on quality, always being aware of the history & reputation associated with Ann's pasties.
- Ensure display boards and menus are correct and pricing information accurate.
- Ensure all FOH areas are always clean, presented to a high standard and reflect the brand quality and ethos.

### Customer Service

- Be smart, warm, friendly and engaging at all times, ensuring a high level of customer service is always delivered.
- Handle all queries and feedback efficiently, using your judgement and product knowledge to manage any complaints quickly and efficiently.

### Finance



daily

**Ann's Pasties** out  
BEAUTIFULLY CORNISH

- Open and close the till on a daily basis, completing the end of day reconciliation ensuring procedures are followed and all discrepancies investigated and resolved.
- Control wage costs in line with rota.

- Understand the importance of Ann's pasties brand essence & how this follows through to all business touch points.

## Health & Safety

- Follow safe working practices.
- Be aware of all departmental H&S procedures including first aid, fire evacuation and emergency procedures.
- Familiarise yourself with all departmental risk assessments and ensure your team are always following guidance and good H&S practice. Be vigilant for hazards and report them.
- Follow all HACCP and H&S procedures laid out to you.
- Keep all records as required ensuring accuracy.

## Stock

- Monitor and record all wastage to ensure efficiency and minimise unnecessary waste.

## Brand & Marketing

## Person Specification

EDUCATION, TRAINING & QUALIFICATIONS	ESSENTIAL	DESIRABLE
BASIC FOOD SAFETY QUALIFICATION		Y
FULL CLEAN DRIVING LICENCE		Y

EXPERIENCE	ESSENTIAL	DESIRABLE
AT LEAST 1 YEARS SUPVERISORY EXPERIENCE IN A SIMILAR ROLE		Y
EXPERIENCE MANAGING SAFE WORKING PRACTICE IN A FOOD SERVICE ENVIRONMENT.		Y
AT LEAST 2 YEARS EXPERIENCE WORKING WITHIN A FOOD PREPERATION ENVIRONMENT OR KITCHEN.		Y
PREVIOUS EXPERIENCE WITH SETTING AND ACHIEVING HIGH STANDARDS	Y	
AT LEAST 2 YEARS EXPERIENCE WORKING IN A CUSTOMER FACING ROLE	Y	

## SKILLS AND CHARACTERISTICS

	ESSENTIAL	DESIRABLE
HONEST	Y	
RELIABLE	Y	
RESOURCEFUL	Y	
POSITIVE	Y	
PASSION FOR QUALITY	Y	
COMFORTABLE BEING HANDS ON IN ALL AREAS OF THE OPERATION	Y	
FLEXIBLE	Y	
ENERGETIC, SELF MOTIVATED AND READY TO LEAD	Y	
A WILLINGNESS TO CONTRIBUTE TO THE FORWARD GROETH AND SUCCESS OF THE COMPANY.	Y	