



Job Title	Catering Retail Supervisor
Reporting To	Catering Retail Duty Managers
Department	Catering

Silverstone is home to the British Grand Prix and is an iconic and globally recognised brand with a glorious heritage. Ambitious plans have been agreed for an evolutionary transformation for the venue with numerous other revenue streams coming online – including a purpose-built hotel, event track hire and commercial growth outside of motor sport.

If you think you have the right skills and attitude and want to join the Silverstone team, please apply today!

Overall Purpose

To supervise members of operational front of house (FOH) staff within the Retail Catering department at Silverstone Circuit.

To assist us in becoming a nationally recognised, family focused and financially successful leisure destination with motor sport at its heart.

Key Responsibilities

Set-Up/Event Prep.:

- Ensure catering areas are clean and tidy before, during and after each shift.
- Ensure all stock is in date and rotated appropriately to reduce wastage.
- Set retail catering areas in preparation for live days.

Operations (Live Days):

- Supervise FOH staff in the operational running of a retail catering area on any given day.
- Ensure high standards of service are maintained at all times.
- Ensure all food is served and presented in a safe and perfect condition.
- To assist customers with queries in a professional, courteous and friendly manner, so that our customer care standards are met.

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



Administration

- Ensure all food safety documents are filled out and filed accurately on every live day.
- Ensure any necessary documentation is passed on to the Duty Manager upon closing.

Teamwork

- Work with the Retail Manager & Duty-Managers to build a culture of teamwork with Chefs and FOH personnel, ensuring that all Retail Catering outlets run smoothly.
- To train staff in areas and promote excellent customer service.
- Coordinate and participate in staff training as required.
- Be willing to assist with other areas of the catering operation when required.

Finance

- Follow cash handling procedures accurately and as instructed by management.
- Ensure FOH staff are using tills correctly.
- Help the management team achieve sales targets.
- Ensure the point of sale of products is optimally displayed to drive sales.

Knowledge, Skills & Qualifications

- Excellent customer and client awareness at all times.
- Confident individual with good inter-personal skills.
- The highest standard of personal presentation.
- A strong leader – able to cope under pressure in a busy and fast paced environment.
- Full clean UK driving licence.
- Knowledge of and qualifications relating to food handling, COSH and HACCP is desirable.
- Flexible approach to working hours, including weekends and some evenings.

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