



**Job Title** Retail Catering Supervisor – The Silverstone Experience  
**Reporting To** Retail Catering Duty Managers  
**Department** Catering

**Term:** Full time

### **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 operational days.

#### Operations:

- Supervise FOH staff in the operational running of a retail catering areas.
- Ensure high standards of service are maintained at all times.
- To assist customers with queries in a professional, courteous and friendly manner.

#### Administration:

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

#### **Silverstone Circuits Ltd**

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom  
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Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



### **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.

### **Finance:**

- Follow cash handling procedures accurately and as instructed by the company.
- Ensure FOH staff are operating tills correctly.
- 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.

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