

## Recruitment

**Strattons is currently recruiting for the following position:**

**To apply for any position, please send your CV and a cover letter to Hannah Hughes at [hannah.marketing@yahoo.co.uk](mailto:hannah.marketing@yahoo.co.uk)**

---

**Job title:** Shift supervisor

**Department/team/location:** Hotel & Restaurant

**Staff responsible for:** Themselves and the junior team

Strattons is a small family run business looking for a shift supervisor to work full time in the hotel and be able to supervisor some or part shifts in the absence of the managers. This is a great opportunity to take the next step from waiter/waitress or housekeeper with the training and support of the management team. In the absence of the managers you will be solely responsible for the supervision of your shift, the waiting or housekeeping staff and ensuring our high standards of service are surpassed.

In this role a high level of customer service must be maintained to all guests using professionalism, initiative, and communication skills.

This is a hands-on hotel and restaurant role where you will assist with service, whether waiting tables or reception; checking guests in and out, taking telephone calls, dealing with e-mails and on line availability and being prepared to help with housekeeping if required. The role includes added responsibilities including the following:

- ✓ supervising the staff and reporting to the management team with any feedback;
- ✓ assisting with training and motivating of staff;
- ✓ maintaining high standards of quality control, hygiene, and health and safety;
- ✓ ensuring adherence to the environmental policy at all times;
- ✓ ensuring the building is locked up securely and the correct shut down procedure is adhered to;
- ✓ pro-actively and successfully resolving complaints and cancellations from start to finish under businesses training and policy;
- ✓ helping in any area of the restaurant, cafe or hotel when circumstances dictate;
- ✓ assisting with management reports and admin;
- ✓ dealing with general maintenance and emergency problem solving;
- ✓ ensuring a proactive approach to customer service;
- ✓ ensuring a proactive approach to booking management and sales.

This Job Description is not exhaustive and you may be asked to carry out additional duties during your shift. Full and continuous training given, including external training sessions.

**Essential competencies:**

Good experience of working within a customer facing environment is a requirement for this position along with administration and sales skills. Must be over 18.

**Practical requirements:**

Full time with varied shifts between 5 and 12 hours. Applicants must be available to work any day of the week and happy working weekends. 2 days off per week. 28 days annual paid holiday. Please note that we do not have any staff accommodation, however we are located in the town of Swaffham.

---

**Alternatively if you would like to be kept informed of any future positions please send in your CV and a cover letter via e-mail or drop in, addressed to Hannah Hughes.**

**E-mail:** hannah.marketing@yahoo.co.uk

**Post:**

Hannah Hughes, Strattons Hotel

4 Ash Close

Swaffham

Norfolk

PE37 7NH

Telephone: 01760 723845

Please note that we do not have any live in staff accommodation.

Vacancies may become available for the following positions; reception, waiter, waitressing, housekeeping, breakfast waiting staff, chef, duty manager, hotel manager, commis chef, sous chef, cook, cafe deli working, pot wash, head chef, housekeeping manager, manager, front of house manager. Recruitment, Norfolk, jobs, job search, vacancies, near Kings Lynn, Norwich, North Norfolk coast.