

<b>Job title</b>	<b>Executive Lounge Supervisor</b>
<b>Reports to</b>	<b>Executive Lounge Manager</b>
<b>Responsible for:</b>	<b>Executive Lounge Service Assistants</b>

## 1. Purpose and Scope

Reporting directly to the Executive Lounge Manager this position plays an essential part in delivering the Executive lounge product, ensuring the day-to-day operation of the Executive lounge and associated services are operated to business standards.

Key to this role will be ensuring consistent levels of service, enabling the airport to grow and expand the customer base and ancillary product sales. This role will provide support for all operational aspects of the lounge and associated services.

The Executive Lounge Supervisor will ensure the Executive lounge and any other associated services are run in an efficient, cost effective and professional manner, providing a first-class customer experience.

## 2. Key Accountabilities and Role Outputs

- To lead all Lounge staff to deliver the highest standards of Customer Service! and ensure these are maintained at all times in line with the standard operating! procedures.
- To manage daily activities within the Executive Lounge which include but not! limited to checking in guests, utilising the Executive lounge admin system, cash! handling, serving alcohol, food preparation, whilst giving direction and! leadership to a team of Executive lounge service assistants.
- To manage daily activities of mobile airport operated hospitality units and! lounge associated facilities such as pop-up catering points.
- Oversee regular checks of the facilities ensuring their readiness and ability to! meet the customer expectations resolving any deficiency immediately with! appropriate corrective measures.
- To liaise regularly with all service partners to identify where service provision! can be improved.
- Responsible for the management of staff time keeping, roster management,! annual leave and sickness ensuring the lounge is covered for every shift.

- To be responsible for overseeing stock control, ensuring it is proactively managed and accurately documented ensuring adequate stock levels are maintained.
- Responsible for ordering stock and completing financial recording and completing paperwork for the Executive lounge and areas of responsibility.
- Responsible whilst on shift to ensure team complete all H&S and food safety! checks and paperwork ensuring the lounge meets legal requirements and! remains compliant.
- Responsible for ensuring all food safety practices are followed at all times.
- Responsible for stock delivery and recording of any relevant information in line! with operating procedures of both the lounge and associated facilities .
- Responsible for coaching and performance managing a staff competency skill! framework to ensure staff are competent in all areas of the business.
- Responsible for ensuring staff TMS training is completed and up to date.
- Responsible for training new team members in line with lounge procedures.
- Responsible for training new team members on procedures for hosting/ delivering on any other associated catering facility/event.
- Responsible for collating all monthly statistics to ensure commercial income is! accurate.
- Responsible for ensuring all end of day procedures are completed such as! validating all of the days passenger entries into the lounge.
- Responsible for recording/ responding to customer service feedback.
- Working under the direction of the Executive Lounge Manager to assist in the! development and delivery of new business development systems which aim to! develop the business such as membership schemes, loyalty and incentive! programmes.
- To drive all aspects of sales and marketing to increase the customer base! meeting the sales targets and commercial expectations.
- To proactively research all competitor activity.
- To work with the Marketing Team to deliver new databases, membership! schemes, loyalty and incentive programmes etc.
- Assisting on the development of the order management system in conjunction! with all Cardiff Airport departments ensuring efficient and accurate reporting! mechanisms of all commercial lounge activities.
- Support and assist the Airport Management team in measuring the Key! Performance Indicators, Service level agreements and Customer Focused! Systems to ensure the Lounge standards and customers' expectations are! exceeded.
- To represent the Executive lounge at Commercial Management Team! Meetings and other lounge appropriate meetings when necessary.
- Full responsibility of the Executive Lounge in the absence of the Executive! Lounge Manager.
- To ensure that the staff are trained in the airports emergency evacuation! procedures as detailed in the Airport's Emergency Orders.

This job description is intended to reflect the post holder's duties that would normally be expected to be undertaken. Owing to the nature of the post the above duties are not exhaustive and the company may require you from time to time to undertake additional duties within your capabilities. The role will require flexibility.

### **3. Health and Safety**

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

## 4. Skills, Knowledge and Experience

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent in Maths and English at grade C or above;</li> <li>• Food hygiene level 2</li> </ul>	<ul style="list-style-type: none"> <li>- Coffee Barista trained</li> <li>- Food hygiene level 3</li> <li>- First Aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven track record of delivering supervisory experience in a customer facing environment.</li> <li>• Cash handling</li> <li>• Working on own initiative with minimal supervision</li> <li>• Proven flexible approach to a variety of work.</li> <li>• Computer literate – Microsoft Office applications</li> <li>• Ability to deal with difficult situations in a calm and controlled manner.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in working in a food preparation environment.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Stock control methods</li> <li>• Working knowledge of cash handling procedures</li> <li>• Health and Safety awareness</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Prioritise tasks effectively</li> <li>• Lead by example</li> <li>• Excellent personal presentation and communication skills</li> <li>• A passion for delivering exceptional levels of customer service</li> <li>• Excellent organisational skills.</li> <li>• Excellent level of computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>- Second language</li> </ul>