



F&B Supervisor – Bars and VIP Lounges

About us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages 64 venues across Britain, the US and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@atgentertainment.com for a confidential discussion.

The F&B Supervisor Role

As a Food and Beverage Supervisor, you will report to the Food and Beverage Manager and be responsible for the management and support of F&B Assistants on shift.

The venue has 9 F&B outlets across 3 levels, the auditorium, and 2 VIP Lounges – and there will be one F&B Supervisor rota'd to support each area underneath a shift Bar Manager.

An average shift will involve briefing the team, setting up the sales areas with appropriate stock and equipment, providing on-shift training to staff, re-stocking throughout, changing kegs, dealing with customer queries and then finally ensuring a thorough cleaning and prepping of all areas ready for the next shift.

If rota'd to work in one of our VIP Lounges, the F&B Supervisor will be responsible for all of the above with the addition of greeting guests and working with the F&B Assistants to provide table service and a premium experience.

Some shifts will involve supporting our Conference and Events operation which may include waiting tables, manning catering stations or simply providing stewarding support.

You will help to drive sales, understand targets and contribute to improving the F&B related KPIs within the company.

You will represent the Arena with professionalism and enthusiasm.

Additional shifts in the role of F&B Assistant are available for those wanting to increase their hours worked across a week.

Key responsibilities

- Deliver excellent service and quality food and beverages, whilst ensuring wastage is kept to a minimum and stock management procedures are adhered to
- Work alongside your team members to create a friendly and welcoming environment and culture
- To supervise, engage and motivate the F&B Assistant team whilst on shift
- Assist in ensuring that the team are appropriately trained to deliver the Arena's goals and targets
- To maintain a high profile and welcoming presence, as appropriate, to ensure that agreed high standards of presentation and service are achieved as well as acting as host when designated guests visit the Arena
- To assist the Head of Food & Beverage in defining and achieving the right experience for each customer occasion
- To assist the designated Duty Manager with opening and closing procedures for all customer facing areas of the Arena
- To ensure that emergency evacuation procedures are adhered to and records updated to include conduct regular pre-performance emergency evacuation drills liaising closely with other senior management/duty managers
- To ensure a high standard of cleanliness and presentation, including staff uniforms, is maintained throughout the Arena during opening hours
- To implement the consistent and effective application of all Company policies and procedures within the department, including stock related matters
- Provide excellent communication and maintain positive communication with the venue team
- Maintain up to date knowledge of the venue, current and upcoming shows, products and other information relevant to customers and to recommend additional products and services as appropriate
- Know and understand our sales targets and KPIs and work to exceed them

- Proactively identify risks to customers and staff regarding Health and Safety, spot security risks and take appropriate actions to keep everyone safe. Ensure the company's Risk Management policies and guidance are complied with
- Adhere to all legal health and safety requirements along with understanding and implementing food/drink allergens
- To complete any other duties that assist ATG in achievement of its business objectives

Everyone's responsibility

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your skills, qualities, and experience.

We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We are able to provide training where necessary.

Essential

- Experience working in a fast-paced bar/service environment
- Experience delivering excellent customer service
- A basic knowledge of stock control systems
- The ability to communicate in a positive and effective manner
- Experience working with a till and PDQ system
- A proactive attitude with the ability to confidently make decisions to the benefit of the customer, team and business
- An empathetic approach to people management and positive attitude regarding equality and inclusion in the workplace
- Availability to work evenings and weekends
- Attention to detail regarding cleaning and hygiene

Desirable

- Experience of managing a team on shift
- First Aid Qualification
- Food Hygiene Qualification (Level 2/3)
- Welsh Speaker