

# STORYHOUSE



# STORYHOUSE

ALWAYS AND FOREVER

#WE MAKE EVENTS

Restaurant  
Supervisor

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## Who we are...

Storyhouse is a charity. Our home in Chester incorporates a library, theatres, an independent cinema, a restaurant, and is a community and creative social space.

Each year we run over 2,000 sessions for marginalised communities, including our vibrant festivals co-curated with our communities, including Storyhouse Queer, Storyhouse Childless, Storyhouse Women, Kaleidoscope for learning disabled and neurodiverse adults, the Chester Literature Festival, and WayWord children's literature festival.

Our theatres present a mix of Storyhouse Originals (produced by us in-house) and the best of the UK's touring work, including comedy, musicals, music, workshops and talks. Beyond Storyhouse, we produce Grosvenor Park Open Air Theatre in the city's park and Moonlight Flicks open-air cinema. Storyhouse's cinema screens 3 films a day, handpicked by us in partnership with many of our communities.

Our library has the longest opening hours of any UK public library, welcoming over eight thousand visitors a week. Everything we do is designed with our audiences and creative communities, creating a vital social space in the heart of Chester for everyone.

Website: [www.storyhouse.com](http://www.storyhouse.com)

Twitter: @storyhouselive

Facebook: [www.facebook.com/storyhouselive](http://www.facebook.com/storyhouselive)

Address: Hunter Street, Chester, CH1 2AR

To subscribe, visit <https://www.storyhouse.com/subscribe>

To become a member: <https://www.storyhouse.com/storyhousecard>

Our hashtag is #thishouseisyourhouse, and this philosophy runs through everything we do.







## Purpose of the role

As a Restaurant Supervisor at Storyhouse, you will provide leadership to the teams under your management and offer a knowledgeable, efficient, friendly and professional customer service to all our visitors. You will supervise a team of service assistants with the smooth running of all service operations, including the bars, restaurant, events and general enquiries.

You will also help and assist with ticketing, library enquiries when needed. You will be based in The Kitchen and will work primarily on bar and restaurant service, providing general customer service support to other teams as and when required.







## Responsibilities & accountabilities

All restaurant & bars duties including, but not limited to:

- Supervise the set-up and maintenance of all restaurant service areas
- Make table bookings using the restaurant manager system
- Supervise customer service, ensuring all diners are greeted and served in a professional and friendly manner, offering a high level of service in line with company procedure and legal requirements relating to food service
- Manage a high level of product knowledge, from the menu to beverages available, including advice on dietary requirements
- Manage bar service as required, dispensing orders accurately and in a timely manner
- Clean and restock the bar areas
- Take responsibility for the organisation of interval drink pre-orders and ensure they are served in an efficient and organised way
- Help and support the ticketing enquires that visitors will have when coming to Storyhouse. These might include managing and supporting ticketing technology, including kiosks management such as changing till rolls, restarting, and reprinting tickets
- Be fully conversant in event information and offer knowledgeable advice on seating, pricing and other company booking policies
- Offer a high level of customer service to all our visitors
- Supervise staff dealing with all library enquiries such as printing, using the fixed PCs, loaning and returning books

## Staff Benefits

- 30 days annual leave per year including bank holidays
- A Defined Contribution Pension Scheme or a Peoples pension scheme
- Employee Assistance Programme & free flu jabs
- Cycle to work & Travel to work schemes
- Hybrid working practices and flexible working requests available from day one
- Discounted gym membership with Brio Leisure
- Complimentary tickets and discounts on food and drink
- 8 weeks company sick pay available after 12 month service





# Person Specification

## Experience

Experience in a similar role, either in hospitality or customer service is desirable.

Experience in working in a busy environment.

Experience in dealing with customer complaints, and resolving incidents.

Experience of supervising a large and dynamic team.

## Skills, knowledge & achievements

Mature and positive attitude with a good sense of humour.

Excellent communication, and interpersonal skills.

Ability to communicate effectively with a diverse range of people.

The capacity to inspire and motivate others.



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## The opportunity

**Title** Restaurant Supervisor

**Salary** £11.50 per hour

**Contract** 30 hours

**Location** Storyhouse, Chester

For discussion, please contact Emmeline Coppock at [peopleteam@storyhouse.com](mailto:peopleteam@storyhouse.com)

## Representation

We strive to have an exciting, broad range of voices in our workforce, people who share our values and vision and can bring their varying life experience and skills to our work. We value lived experience and your perspective, as much as professional experience.