

Front of House Manager

(Flexible contracted hours to include alternate weekends – No evenings)

Key duties

- Manage the front of house team creating a positive culture which is focused on maintaining exceptionally high standard, by inspiring and developing talent within your team.
- Manage the team, dealing with issues as they arise setting daily tasks and monitoring their development, undertaking performance and probation review meetings.
- Recruitment, new starter inductions and staff training.
- Working alongside the Catering Manager to plan and organise staff rotas and holiday to ensure the business is adequately staffed.
- Maximize sales opportunities, understanding commercial implications of your decisions e.g., seasonal opportunities, promotions, and new lines for the coffee shop
- Take responsibility to ensure the counters are adequately and attractively stocked, with correct signage and stock rotated with awareness of counter waste and reporting.
- Take on specific projects to improve running of the restaurant e.g., security, putting in systems and processes, health and safety.
- Deliver excellent customer service, confidently answering customer queries face to face and on the telephone, dealing with daily correspondence.
- Deputise for the Catering Manager in their absence.
- Key holder duties - opening and closing, cash management and time & attendance reporting.
- Comply with all requirements of law in relation to the coffee shop e.g., Allergens, Think 21
- Responsible for ensuring the highest standards of cleanliness, organising cleaning where required, delegating tasks and reporting on going issues to the Catering Manager or Executive Chef / Head Pastry Chef
- Manage weekly and daily ordering with our suppliers where required.

This is not an exhaustive list, and you are required to be flexible in your approach to carrying out your duties.

Your capabilities

- You can lead with authority and inspire and motivate your team, acting as a positive role model.
- You are confident in dealing with members of the public and can effectively deal with difficult customer queries and complaints, following company procedure.
- You are able to follow instructions from your managers, and must be able to work on your own initiative and priorities tasks effectively
- You speak confidently and with authority to members of the team and are a positive role model.
- You react well in a crisis and can think on your feet to problem solve.

Requirements

- Relevant experience in a food and beverage establishment, with experience as a supervisor/team leader or be able to clearly demonstrate proven leadership skills.
- In-depth knowledge of standard restaurant requirements such as allergens and alcohol licensing laws, customer service, cleanliness and health and safety
- Proven ability to take initiative, set standards, motivate colleagues.
- Ability to lift and carry e.g., stocking up, lifting objects, putting away deliveries.
- Excellent communication and customer service skills essential
- Good standard of English and math's
- Smart appearance

Working with

- Report into the Catering Manager
- Work closely with the Executive Chef, Chefs & one other Front of House Manager

Rewards and Benefits

In addition to your salary, you will receive the following benefits:

o Discount – From the start of your employment you will receive 10% discount on specific items.

Following a successful probation period, the discount increases up to 20% discount on specific items and after one year's service up to 40% discount on specific items. (some exceptions apply)

o Paid holiday – holiday entitlement is 22 days per year, plus bank holidays. Restrictions apply (part-time pro rata)

o Annual Christmas bonus

o Part-uniform provided

o Employee Assistant Programme - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.

o Training & development, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers

o Company sick pay – following a successful probation period employees are entitled to 10 days paid sickness (part-time pro rata subject to conditions)

o Access to our Retail Discount Scheme – savings on retailers including Tesco, Pizza Express, M&S, Waitrose, Argos, Apple, Currys PC World, Thomas Cook and 100's more

o Workplace pension

o Free parking