



Job Description

Job title: Food & Beverage Manager
Reports to: Hospitality Operations Manager
Direct reports: Food & Beverage Supervisors, Casual Staff.

Work Pattern: 2080 hours per annum (equivalent 40 per week) rota basis including evenings & weekends
Benefits: Pension scheme, discounts across site including restaurant, shop & events, uniform, complimentary event tickets, Employee Assistance Programme.

Overall responsibilities:

- To deliver quality customer service and ensure the profitability of food & beverage events taking place on the House, Parkland, and other areas of the site where relevant.
- To manage the Food & Beverage service delivery including but not limited to, Weddings, Conferences, Afternoon Tea, Private Functions and Corporate hospitality at any site wide Event.

Main duties:

- To deliver exceptional customer service in all aspects of the food and beverage delivery across the House & Parkland, including other areas of the site where relevant for internal and external customers including staff and clients.
- To deliver and supervise events and functions on time across site, ensuring smooth delivery and customer satisfaction.
- To plan and undertake the set up for events, to ensure all rooms are correctly turned around and set in a timely manner.
- To create staffing rota's where required and ensure effective utilisation of staff in line with booked functions.
- To lead and develop the food & beverage team, to ensure tasks are carried out to a high standard.
- To maintain the beverage stock levels for the bar.
- To work in collaboration with the Events and Weddings Team, the Chef and the Housekeeping team to ensure all events are deliverable to exacting standards.
- To take part in team briefings where required.
- To prepare cash floats and cashing up of money where required.
- To assist the Hospitality Operations Manager with all other duties as required.

Person Specification:

- A minimum of 2 years' experience in a similar position essential.
- Previous experience at supervisory/shift management level essential.
- Wide ranging food and drink knowledge
- Personal License desirable but non-essential
- Knowledge of bar management and kitchen dynamics
- Driving license is essential for the use of company buggies
- Standards driven and detail orientated
- A track record of delivering excellent customer service and quality delivery.
- The ability to work calmly under pressure
- The ability to work extended hours as the events calendar and 'season' dictates including but not limited to evenings, weekends and bank holidays.
- Good communication skills both written and oral across a wide ranging audience both internal and external.
- Flexible and adaptable in order to deliver a varied agenda of events
- Be willing to undertake further training