



# Front of House Manager

## 30+ hours per week

We are looking for an exceptional individual to join our team at Jordan's Mill in the pivotal role of Front of House Manager.

### **About you:**

If you already have a passion for working with people and getting the very best from your team, this job could be just what you are looking for. We are looking for someone with a passion for customer service, providing our visitors with an exceptional service, whether eating in our table service restaurant or our bustling coffee shop, or taking time to browse our range of authentic Jordans brand products in our retail shop.

You should have a well-developed team leadership capability, able to organize and motivate a busy front of house service, working closely with our Chef to ensure service runs smoothly. You will be able to think on your feet, adapt to changing circumstances and calmly manage anything that comes your way – be that helping customers with additional needs, or dealing with complaints. You will also be adept at developing your team, polishing the skills of the experienced and teaching less experienced joiners from scratch.

If you have a naturally communicative personality with plenty of positivity then we can provide you with a space to really shine!

You must have previous experience of working in a busy restaurant or café environment and ideally will have also worked on events such as corporate hire, weddings and private parties.

### **About the role:**

Your role is to work hand in hand with our kitchen team, taking control of our Front of House team members to ensure that all our visitors receive a fabulous welcome and service, seamlessly guiding them to ensure their experience dining with us is first class. As Duty Supervisor you will need to be confident to handle any customer concerns calmly. You'll be accountable for ensuring our team members are well organised, clear on their tasks, and remain well motivated and supported when they are working. You'll also be focused on maximising our sales and keeping our tables turning over throughout service.

You will also have great administrative skills, able to plan your team rota to suit the needs of the business, our seasonality and the great British weather, as well as be confident cashing up and dealing with routine administration using EPOS and table reservation systems on a frequent basis as well as stock ordering and regular stock taking.

You will have a sound understanding of Health and Safety, Food Hygiene and be well versed in Covid-Secure standards in Hospitality Environments.

### **About the contract:**

This role is offered initially as a fixed term role, available on a full or part-time basis. Your working hours will need to include full days covering our busy lunch service and will always include, on a rotational or fixed basis, working at weekends and bank holidays given that these are our busiest times. Evening work is not regular but may be required when we are able to private events outside of our public opening times.

**Rate of Pay / Benefits:**

Competitive rates of pay, contributory pension scheme, 28 days holiday, subsidised meals and staff discounts, free parking.

**How to Apply:**

Visit our website for further details <https://jordansmill.com/contact-us/vacancies>

To apply, send your CV and a short covering letter, detailing why you would be just perfect for this role, directly to [hr@jordansmill.com](mailto:hr@jordansmill.com)