



JOB DESCRIPTION

ROLE: **Front of House Manager**

REPORTING TO: **General Manager**

Main responsibilities

1. To be responsible for the provision of the highest possible standard of dining experience to visitors, guests and staff at all services at all times within pre-agreed budgetary targets, working across all Jordans Mill catering outlets and retail shop;
2. To work with the General Manager and Chef to continuously develop the dining and retail experience at Jordan's Mill by developing best practice and bringing innovation and creativity to our food service.

Front of House Management

1. Take responsibility for the smooth and efficient running of the front of house in all food outlets;
2. Work to ensure effective interaction of the front of house and kitchen teams, to ensure consistently smooth service and excellent customer service at all times;
3. Actively contribute to ensure the choice of pre-packed food and drink items complement the fresh food menu and the Jordan's Mill ethos;
4. Ensure pre-packed food stock levels are kept to minimum, that requisition/order forms for stock replenishment are completed and that all stock received is used before it goes out of date;
5. Ensure that through the effective coordination of your team you ensure:
 - a. all servery areas are spotlessly clean at all times;
 - b. all team members wear their correct uniforms at all times to the agreed standard;
 - c. all servery areas are set up at least fifteen minutes prior to each service period starting;
 - d. all servery areas are kept clean and tidy and fully replenished throughout the service period;
 - e. there are sufficient clean trays, plates and cutlery etc. throughout the service period;
 - f. all tables are cleared promptly, and spills are cleaned as soon as possible;
6. Produce a set of checklists that ensures that all areas are fully resourced and ready for the service to commence;
7. Ensure all team members are sales focused and proactively cross sell and up sell on items, events and experiences;

8. Work with the (F&B Manager) to actively collate and evaluate customer feedback in a timely fashion. Manage any complaints should they arise, working within pre-agreed guidelines to implement any concessions or refunds as required, seeking additional guidance and authority where circumstances require it.

Event Management

1. Manage the Front of House Team to ensure excellent Front of House provision for all group dining bookings, events, corporate bookings and weddings, ensuring an excellent experience for all guests;
2. On the day of events, ensure a suitable team is in place and duties allocated;
3. Be familiar with the current and planned offering for special events via our website, social media and hard copy marketing materials.
4. Ensure the catering outlets and serveries display marketing materials as agreed to upsell special events and seasonal offers.

Retail Management

1. Support the General Manager in overseeing the smooth running of the retail shop and activity and Mill Tours reception ensuring appropriate staffing.

Financial Management

1. Be accountable for all cash and card transactions during service periods. Open and close tills, undertaking daily cashing up of all cash registers and card transactions. Undertake regular reconciliations in conjunction with the Finance Team as required;
2. Support the management team in the monitoring of the departmental budgets against which targets will be set;
3. Ensure the close management of spend in your area of responsibility. Any overspends to be either justified or an action plan produced which rectifies this overspend in the following reporting period;
4. Work to support the team in ensuring a stocktake is completed on the final day of each month, coordinating with the Kitchen Team to ensure a complete stock take is undertaken;
5. In conjunction with the General Manager, procure to best effect all necessary additional items or services associated to the running of the services such as annual deep cleans, waste management, recycling, the sourcing of cleaning materials, replacement uniforms, marketing materials etc;
6. Proactively control staff costs and food costs in line with gross profit requirements and budget requirements in collaboration with the Senior Management Team;
7. Manage rota's to ensure that Front of House staffing levels on a day-to-day basis are appropriately managed in order to maintain optimum staffing costs, adhering to or bettering budgeted targets.

People Management

1. To be the primary point of contact for the Front of House team and be responsible for all matters relating to the welfare, motivation, achievement of best practice and development of this team;
2. Have involvement in the appointing of new employees as necessary (with prior authorisation of the Senior Management Team) ensuring induction training, setting early objectives and acting as a guardian/mentor, as appropriate for new team members;
3. In conjunction with the General Manager, carry out induction training, setting early objectives and acting as a mentor for all new team members;
4. To conduct annual appraisals for the team in conjunction, identifying areas for improvement, setting new targets and formulating Training Plans to improve skills etc. Conduct regular reviews/follow-up mini appraisals accordingly;
5. Implement systems and procedures to ensure the effective management of the Front of House team and identify and implement measures for developing and maintaining effective working relationships within the team;
6. Monitor sickness, punctuality and general performance of team members and take necessary action where standards are not being met;
7. Liaise with Senior Management and/or HR in the management of more significant performance or absence issues which require more formal guidance or escalation;
8. Ensure all team members use the correct selling skills in order to maximise sales of products and to achieve a high level of customer satisfaction wherever possible;

Operational

1. Establish systems and procedures in all operational areas under your control to monitor, maintain and improve upon the standards of the product and service agreed in the Annual Business Plan;
2. Ensure pre and post service briefs are held before and after every service;
3. Ensure that all areas within all the catering outlets spotlessly clean at all times and that appropriate cleaning schedules are in place, completed and archived;
4. To be responsible for the implementation of all hygiene legislation.

Communication

1. Ensure effective communication between Front of House teams and the Kitchen and all other site-based teams on a regular basis;
2. Ensure your involvement in F&B meetings and the dissemination of information to those staff that you are responsible for.

Visitors

1. Build a good rapport with visitors, helping them choose meals, discussing their views on the service provision and generally meeting and greeting visitors;
2. Provide and promote a helpful, friendly and 'can do' service to all visitors.

Other

- 1. Any reasonable request made by the General Manager or the Directors;
- 2. Attend external meetings or training courses as required.

Health & Safety / Environmental Health

- 1. Implement the legal obligation to maintain a safe working environment at all times;
- 2. Be responsible for the safe use of cleaning chemicals ensuring that the COSHH regulations are adhered to;
- 3. Be responsible for the monitoring and recording, if necessary, of food temperatures;
- 4. Follow the company's procedures, as described in the Health & Safety Policy;
- 5. Report anything unsafe to the General Manager, and to report accidents, near misses, and so on in the accident book.

This job description reflects the present requirements of the position. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the employee.

Job Holder : **Date:**