

Front of House Manager

5 days per week including weekends on a rota basis. Hours are 8.30am – 5.30pm approx.

We are looking for a Front of House manager to join us in our fast-paced restaurant. You will need to have a minimum of 3 years' experience working within a food & beverage establishment, with the most recent year as a manager of a front of house team.

We are looking for someone to bring their own initiative, passion for food and exceptional customer service to the business to help drive the business forward. All our food is freshly prepared on site using the highest quality ingredients. We offer home-cooked hot and cold meals, light bites, homemade cakes and pastries.

Key Objectives

- Work to financial targets and forecasts in liaison with Head Chef
- Keep up to date with trends and developments in the catering industry, including menus, customer tastes and management issues
- Liaise with the management team in relation to staging events, promotions and initiatives

Key Duties

- Lead the front of house team creating a positive culture which is focused on maintaining high standards, by inspiring and developing talent within your team
- Manage the front of house team, dealing with issues as they arise, setting daily tasks and monitoring their development, undertaking performance review meetings and probation review meetings
- Staff recruitment, new starter inductions and performance reviews. Ensure all relevant paperwork in place to include holiday forms and staff folders
- Plan and organise monthly and weekend duties staff rotas. Management of all holiday requests liaising with the Head chef to ensure that the restaurant is adequately staffed at all times
- Staff training and supervision across all areas to include COSHH training, risk assessment
- Assist Head Chef in menu planning
- For seasonal change over, ensure all posters, table talkers, cake labels and signage corresponds with new pricing, wording etc and that the till is reprogrammed
- Work alongside Head Chef to compare prices and update order sheets
- Complete monthly stock takes
- Comply with all requirements of the law in relation to the restaurant e.g. Environmental health, Allergens, Think 21, Safer food better business
- Support the Head Chef in weekly/ daily ordering with our suppliers
- Maximise sales opportunities, understanding commercial implications of your decisions e.g. seasonal opportunities, new lines for the restaurant
- Update costed rota, goods received and cash sheets
- Ensure daily, weekly cleaning lists are completed

Your capabilities

- You lead your team with authority 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
- You are able to follow instructions from the management team and are able to work on your own initiative and prioritise tasks effectively
- You are a problem solver and keep calm under pressure

Requirements

- Minimum 3 years' experience in a food and beverage establishment, with the most recent as a manager of a front of house team of five or more people or be able to demonstrate proven leadership skills
- In depth knowledge of standard restaurant requirements such as Environmental health, allergens and alcohol licensing laws, health and safety, cleanliness, customer service
- Food hygiene certificate level 3 minimum
- Proven ability to take initiative, set standards and motivate colleagues
- Personal alcohol licence
- Smart appearance
- Good standard of English and maths

Rewards & Benefits

Salary to be confirmed dependent on skills and level of experience. In addition, you will receive the following benefits:

- Discount (First 6 months 15%, after 6 months 25% on majority of range)
- Paid holiday (28 days annually, including bank holidays. Increases with service length)
- Uniform
- Training and development, as required
- Free parking
- Workplace pension (Nest pension subject to eligibility)