

JOB DESCRIPTION

ROLE: **Assistant Food & Beverage Manager**

REPORTING TO: **Food & Beverage Manager**

ROLE SUMMARY: The purpose of this role is to support the Food & Beverage (F&B) Manager with the leadership and coordination of people and resources to ensure the effective functioning and success of all Pensthorpe's catering and hospitality facilities.

Main responsibilities

1. To support the F&B Manager in successfully managing the delivery of the highest possible standard of catering and hospitality experience to visitors, guests, and staff always within pre-agreed budgetary targets.
2. To lead the kitchen team in the delivery of the highest quality and standard of meals, snacks and refreshment in accordance with the agreed menu.
3. To support the F&B Manager in continuously developing the catering and hospitality experience at Pensthorpe through the introduction of innovative ideas, being mindful that all innovation must be to the benefit of the business and remain within the Pensthorpe ethos.
4. To assist the F&B Manager in the preparation of an Annual Business Plan that incorporates a detailed Annual Budget against which the department will be reviewed monthly.

Catering Outlet Management

1. To support the F&B Manager by taking responsibility for the smooth and efficient running of the catering outlets, from the main Courtyard Café to Hootz House Servery, the Snack Shack, and any other outlets utilised from time to time.
2. To actively work alongside and lead the kitchen team to ensure a high standard of food and service.
3. Take support the interaction of the kitchen and front of house teams, to always ensure consistently smooth service and excellent customer service.
4. Work with the F&B Manager and kitchen team to develop the food offering at Pensthorpe through the introduction of innovation and interest to reflect the taste and requirements in each outlet.
5. Support the F&B Manager and kitchen team in the development of menu options, ensuring that varied seasonal menus are costed and trialled to enable efficient preparation and presentation, whilst remaining focussed on achieving targeted sales, GP, and cost controls.

6. To work in conjunction with the F&B Manager by taking the lead in selecting and ordering of prepacked food and drink items which complement the fresh food menu and the Pensthorpe ethos.
7. 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.
8. Assist the F&B Manager with regards the provision of catering outlet equipment, resources, and consumables.
9. Produce a set of checklists that ensures that all areas are fully resourced and ready for the service to commence and take responsibility for ensuring that:
 - a. all areas within the servery area are always spotlessly clean.
 - b. all team members always wear their correct uniforms to the agreed standard.
 - c. all servery areas are set up at least five minutes prior to each service period starting.
 - d. the hot and cold drinks areas are set up prior to each service period and kept clean and tidy and fully replenished throughout the service period.
 - e. the servery is kept fully replenished throughout service periods and that they are spot cleaned, kept neat and tidy and always look their best.
 - f. there are sufficient clean trays, plates, and cutlery etc. throughout the service period.
10. Ensure all team members are sales focused and proactively cross sell and up sell on items, events, and experiences.
11. Manage any complaints should they arise, working within the guidelines agreed with the General Manager to implement any concessions or refunds as required, seeking addition guidance and authority where circumstances require it.
12. Implement systems across all outlets for the effective recording of any customer incident / complaint and ensure timely review and evaluation of the cause / nature to enable improvements to be implemented.

Event Management

1. To accept responsibility for the coordination of all group dining bookings, ensuring effective booking procedures to deliver an excellent experience for all guests.
2. Ensure that menu options are devised in advance with the F&B Manager and any special requests are fully costed and approved before offering to guests.
3. To take the lead in the provision of a high quality and standard of food is delivered for each event.
4. Support the food provision for children's parties (managed by the Play Manager).
5. On the day of events, ensure a suitable team is in place and duties allocated.

6. Liaise with the Marketing team to agree appropriate P.O.S. and publicity for special events to ensure website, social media and hard copy marketing materials are produced and available to promote special events and seasonal offers.

Financial Management

1. Working closely with the F&B Manager, Operations Manager and General Manager, support the provision of the annual draft catering budget. Make revisions as advised and agree final budget against which targets will be set.
2. In conjunction with the F&B Manager, Operations Manager and General Manager, monitor the financial performance of the catering budget monthly. Any overspends to be either justified or an action plan produced which rectifies this overspend in the following reporting period.
3. Ensure that pre-prepared food stock levels are kept to minimum (target 5 working days' value of stock maximum at any one time) and that all stock bought is used before it goes out of date.
4. Ensure a stocktake is completed on the final day of each month, working with the F&B Manager together with the Finance Manager.
5. In conjunction with the F&B Manager, procure to best effect all necessary additional items or services associated to the running of the department 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 Catering Management Team.
7. Ensure that catering staffing levels on a day-to-day basis are appropriately managed to keep staffing costs to the agreed forecast levels.

People Management

1. To support the F&B Manager as a primary point of contact for the catering team and be responsible for matters relating to the welfare, motivation, achievement of best practice and development of this team.
2. Be involved in the appointing of new employees as necessary (with prior authorisation of the F&B Manager, Operations Manager and General Manager), ensuring induction training, setting early objectives, and acting as a guardian/mentor, as appropriate for new team members.
3. To support the F&B Manager with conducting annual appraisals for the team, identifying areas for improvement, setting new targets, and formulating Training Plans to improve skills etc. Conduct regular reviews/follow-up mini appraisals accordingly.
4. In conjunction with the F&B Manager and Operations Manager carry out induction training, setting early objectives and acting as a guardian/mentor, as appropriate for new team members.

5. To support the Implementation of systems and procedures to ensure the effective management of the catering team and identify and implement measures for developing and maintaining effective working relationships within the team.
6. To support and assist with the creation and implementation of rotas for the catering team to ensure staffing levels always reflect the needs of the business.
7. Monitor sickness, punctuality and general performance of team members and take necessary action where standards are not being met.
8. Ensure all team members use the correct selling skills to maximise sales of products and to achieve a high level of customer satisfaction wherever possible.

Operational

1. To support 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. Always ensure that all areas within all the catering outlets spotlessly clean and that appropriate cleaning schedules are in place, completed and archived.
4. To be responsible for the implementation of all hygiene legislation.

Communication

1. In conjunction with the F&B Manager, manage an effective communication strategy between the kitchen and all other departments on a regular basis.
2. Ensure your involvement in 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 F&B Manager, Operations Manager, General Manager, or the Directors.



2. Attend external meetings or training courses as required.

Health & Safety / Environmental Health

1. Implement the legal obligation to always maintain a safe working environment.
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 of food temperatures.
4. Follow the company's procedures, as described in the Health & Safety Policy.
5. Report anything unsafe to the F&B Manager and report accidents and near misses 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:**