

Job Title:	Front of House Manager
Base:	Heacham Manor Hotel
Reporting to:	Hotel General Manager
Job Purpose:	<p>The postholder will support the Hotel General Manager in the overall daily operation and management of the Food & Beverage team across the Heacham Manor F&B Venues, which will include working with the Events team to deliver F&B requirements for events.</p> <p>You will be responsible for ensuring our guests receive an excellent quality of service, consistency in food standards & cleanliness whilst maintaining effective management and training of the team to deliver this.</p> <p>You will be responsible for developing the F&B team whilst maintaining standards, procedures, quality, profitability and ensuring our 5* food hygiene rating is always maintained, together with a minimum of 1 Rosette award for the Mulberry Restaurant.</p> <p>The key focus being maintaining excellent customer service and care whilst managing health and safety within the workplace.</p> <p>You will support the Company's mission and objectives through compliance to Policies and Procedures.</p>
Key Responsibilities:	<ul style="list-style-type: none"> • Ensure schedules are in place so that all shifts are fully staffed, overhead costs are managed within budgets, whilst adhering to the needs of the business. • Ensure that all guests are welcomed and receive an outstanding level of customer service through trained and engaged team members. • Manage and support your team to ensure our guests receive an excellent quality of service, consistency in food standards & cleanliness. • Support and develop your team in the effective running of the Restaurants & Bars. • Monitoring employees to ensure they are punctual and adhere to the company's uniform standards. • Ensure staffing, time sheets, wages, holidays, and absences are managed and kept in line with company HR policies. • Assist the Hotel General Manager to recruit new team members, train and conduct regular appraisals with those that report directly to you, dealing with any performance issues as required. • Coordinating/communicating with the Hotel General Manager /Supervisors to ensure the team are working effectively to ensure the smooth running of the department. • Report any maintenance issues and requirements of new equipment. • Ensure all Cash Handling procedures are followed and team members are adequately trained to ensure security of cash and banking. • Ensure end of night cash up procedures are always adhered to, all monies are correct and safe/banking records are completed correctly on every shift. • Drive and motivate the team towards achieving company target GP%. Knowledgeable of the P&L for the department in order to manage costs and maintaining profitability. • To ensure all team members are trained on and adhere to department Policies and Procedures and ensure all F&B team members adhere to all compliance regulations and policies such as Data Protection Act, Health & Safety and Safeguarding. • To be responsible for day-to-day problem solving, liaising with other departments daily

	<ul style="list-style-type: none"> • Participate in developing new revenue streams for Food & Beverage operations, liaising with Marketing to put forward promotional ideas. • Support the Hotel General Manager with ideas for driving the business forwards, increasing turnover driven by the F&B department and developing repeat custom. • Monitor the quality of service, food, efficiency of staff, attention to detail and cleanliness of the F&B outlets, dining rooms, banquet rooms, event areas and guest service areas. • Greet and interact with clients, hotel guests, members, by diligently contacting each guest table as appropriate and/or resolving any concerns promptly and thoroughly. • Perform physical monthly inventory and adhere to cost and budgetary goals. • Orient and train newly hired team members and continually train existing team members to improve efficiency, speed, and accuracy of service. • Build relationships with guests and members to assist with providing exceptional and personal guest experiences. • Assist with placing orders whilst establishing and maintaining adequate par levels. • Conduct daily service staff line meetings to include any events taking place, daily specials, menu changes, desserts, wine specials, preparation standards and any other pertinent information. • Effectively manage and motivate the Bar/ Restaurant Team ensuring a positive but challenging working environment, ensure staffing, wages and absences are kept in line with the annual budget and company policies. • Be an active member of the Management Team and play an active role in shaping the Company's communication, continuous improvement, performance, and direction. • To ensure that all cleaning and end of shift procedures are adhered to, to ensure that the event areas, bars and dining areas are always ready for the next service and that all departments are fully stocked with a high cleanliness standard. • To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions. • Support the company's mission and objectives through compliance to Policies and Procedures. • To perform any other duties as required.
Key Relationships:	<ul style="list-style-type: none"> • Hotel General Manager • F&B Team members • Head Chef and Back of House Team • Reception Manager • Events Manager
Education, Training & Experience:	<ul style="list-style-type: none"> • At least 2 years' experience within an F&B Management/Senior Supervisory position. • Diploma in Hospitality Leadership (Preferred) • Food Hygiene Management, Food Hygiene & Safety Certificate L2 (Training provided) • Experience of achieving food and drink cost targets and GP%. • Teamwork skills and the ability to act as the public face of the business. • Computer literate with proficiency in Microsoft Office.
Disposition & requirements:	<ul style="list-style-type: none"> • Full valid Driving Licence for UK • Flexible Schedule, for Working hours. • Maintain a professional standard of work attire. • Ability to remain calm and work under pressure in a fast-paced environment. • Exceptional Customer Service and attention to detail skills. • Exceptional organisational and leadership skills • Ability to work well with others with excellent interpersonal and communications skills.

	<ul style="list-style-type: none">• Ability to lead a team and a passion for developing your team.• Strong Work Ethic with Good Timekeeping Skills• Problem solver with a 'Can Do' Attitude.• Positive, Approachable Demeanour.• Desire to improve and enhance the Customer Experience.
Hours of Work:	As detailed in contract to include weekends, evenings and bank holidays as required by the business. (45 hours per week)