

Front of House Manager



part of SEARLES LEISURE GROUP

The Business:

Heacham Manor Hotel is a part of the Searles Leisure Group. Searles is a family run firm and has grown over the years into a highly successful business. We are now looking for a passionate Front of House manager to join their team at the Mulberry Restaurant as it expands further. Heacham Manor Hotel welcomes Golfers, Hotel Guests looking for a tranquil country getaway, weddings, events and much more making it one of the leading 3 star Hotels in the area.

Job Role & Purpose:

This role is all about personality, so you'll need lots of it!

As the Front of House Manager, you will be responsible for the efficient and effective performance of the Mulberry Restaurant & Bar based at Heacham Manor Hotel. You will demonstrate a strong, hands on work ethic that can operate at pace ensuring every guest receives excellent service from you and the team. Being a strong communicator with all hotel departments whilst always remaining responsible and organised will help to deliver an efficient and consistent experience to every one of our guests.

Whilst pro-actively performing your duties you will be responsible for ensuring guests receive an excellent quality of service, consistency in food standards & cleanliness and effective management of the team. You will also be responsible for ensuring that shifts operate efficiently and profitably whilst maintaining high standards of service & customer care. You will be responsible for driving the business forwards by increasing turnover and building up repeat custom.

The Values We Are Looking For:

- Hard Working, proud and committed – never standing by and watching but rolling up your sleeves ready to muck in.
- Straight talking and confident and consistent in words and deeds,
- An eye for detail with service standards, ordering, stock control and cleanliness.
- A passion to lead, motivate and develop a team.
- Relaxed, informal and genuine with the ability to put your team at ease and understand their needs.
- Committed to the guest experience, with pride in the service that you and your team deliver.

What you'll be doing:

- Writing schedules to ensure that all shifts are fully staffed; costs are managed within budget, whilst adhering to the needs of the business.
- Ensure that all guests are welcomed and receive an outstanding level of customer service.
- Monitoring employees to ensure they are punctual and adhere to the company's uniform standards.
- Coordinating/communicating with the senior F&B manager/supervisors to ensure the staff are working effectively to ensure the smooth running of the restaurant and bar.

- Training and motivating and development of staff.
- To ensure that all cleaning and end of shift procedures are adhered to in order to ensure the bar & restaurant is always ready for the next service and that all departments are fully stocked, and a high cleanliness standard is always maintained.
- Ensure all banking procedures are carried out at the end of shift and are securely locked in the safe before leaving shift.
- Ensure end of night cash up procedures are always adhered to and all monies are correct.
- Ensure all safe/banking hand over sheets are completed correctly on every shift.
- Ad-hoc administration duties i.e., completing electronic timesheets for the departments etc.
- Management & Training of staff.
- Liaising with other departments daily.
- Monitoring of revenue and costs daily to ensure targets are met and/or managed.
- Placing and managing orders of supplies.

Ideal Candidates will have/be:

- At least 2 years' experience within an F & B Management position.
- A 'Can Do' Attitude
- A positive approach to the job at hand with the desire to find ways to improve and exceed expectations in the customer experience.
- Passionate about delivering first class customer service every time.
- Barista coffee trained.
- Good wine knowledge
- Computer literate
- Excellent communicator
- Previous Hotel & Restaurant experience
- Previous experience in operations of large events
- Management of a team of at least 10 employees

What's in it for you:

- Salary is negotiable dependent on experience and will be agreed at the time of recruitment.
- 28 Days Paid holiday (including Bank holidays)
- Sick pay (dependent on length of service)
- Use of facilities at the sister resort of Searles in Hunstanton.
- Discounts in Searles Leisure Resort Food & Beverage Outlets.
- 10% Discount at The Mulberry Restaurant at Heacham Manor Hotel.
- Use of Company facilities including Clubhouse, Children's Sidney Soft Play, Swimming Pools, Splash Pool & Gym.
- Discounts on Golf Memberships.
- 10% Discount on treatments at The Mulberry Spa at Heacham Manor Hotel.
- Discounts at the Princess Theatre.
- Offers on accommodation at Searles Leisure Resort and Heacham Manor Hotel.
- A meal is provided on shift (depending on hours worked).

Contract: Full-time, Permanent

Location: Heacham Manor Hotel

Reporting to: Senior F&B Operations Manager(s)

Experience:

- Management: 2 years

- Hospitality: 2 years

This Job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Business.