

Job Title: Food and Beverage Manager

Reports to: Commercial Operations Manager

Direct reports: Food and Beverage Hosts

**Scope of Job:**

Godstone Farm is a visitor attraction that welcomes over 250,000 visitors each year. We always ensure every guest visiting is welcomed, entertained and receives the best quality of customer experience in an environment where health and safety is paramount. Our team are required to be energetic, enthusiastic, responsible, trustworthy, hardworking, reliable and have a passion for customer service.

The Food and Beverage Manager is responsible for the catering and special event operations across the Farm Park, including the Restaurant, Café, ‘Grab and Go’ kiosks, Nursery and any seasonal catering opportunities. This role will place guest and team member satisfaction at its heart whilst maintaining the highest standards of cleanliness, food hygiene and presentation. Demonstrating knowledge and proficiency of all applicable food and beverage safety laws and regulations is a must, along with meeting and exceeding any financial goals, whilst contributing, developing and implementing a future plan for the continued success of catering and events.

**Key Attributes:**

* Awareness of customers’ perceptions and expectations. Taking feedback and continuously improving the offer we provide.
* The ability to recruit and manage a team effectively and efficiently
* A passion for developing menu’s and delivering a high-quality Food and Beverage offering.
* A recognition for the importance of health and safety for all visitors and staff through ensuring all legal requirements are adhered to (e.g. Licensing, Food Safety, COSHH)
* Flexibility and willingness to work hard and have fun at the same time

**Main Responsibilities:**

1. ***Customer***
* Serving good quality food in a clean and welcoming environment, placing the visitor at the heart of any decisions.
* Lead by example to ensure the highest level of service delivery to both internal and external customers. Recruits, develops and motivates the team to deliver service excellence.
* Develop professional relationships with visitors acting on any feedback given.
* Responsible for handling of escalated comments from guests and resolving to a satisfactory conclusion.
* To know and understand visitor dietary requirements, and all food allergens, ensuring all team members are informed, trained and understand its importance.
1. ***Team***
* Work as a key member of the management team attending meetings and where appropriate acting as Duty Manager on a rota basis.
* Recruit, induct, train, supervise and coach team members to achieve their full potential.
* Managing the department’s rota ensuring adequate staff numbers to meet forecasts andbusiness needs.
* Manages team performance through the development of a range of skills and working culture that supports the department and business objectives, including all recruitment, training, appraisals, objective setting, development and addressing any performance issues.
1. ***Financial***
* Planning, placing and controlling stock orders – maximise availability and minimise wastage
* Remain within agreed operational budget costs by regularly reviewing key indicators and account information, including the continual monitoring of staffing levels, cost of sale and gross profitability
* Carry out monthly financial forecasting by reviewing trends in departmental expenditure and ensures the Commercial Operations Manager is kept up to date with any concerns.
* Cost effectively source and challenge suppliers to deliver maximum margins whilst never compromising on quality.
* Plan and work to meet and exceed targets ensuring the F&B team maximise revenue generation, convert to profit and grow spend per head within each outlet.
1. ***Health & Safety***
* Ensure that the department operates within all relevant legislation ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
* Demonstrate an understanding of the Farm Park and Department Health and Safety policies and procedures.
* Ensure all Health and Safety policies are adhered to and conduct risk assessments and audits for your areas of work.
* Ensure that the company rules and regulations are fully adhered to by all team members.

**Experience & Qualifications:**

* Level 3 Supervising Food Safety
* Degree/college diploma or equivalent in food and beverage/hospitality management preferable.
* Experience as an F&B Supervisor/Manager working in a high-quality restaurant/establishment.
* Great organisational and communication skills
* Experience of forecasting for stock control/ordering
* Proven leadership abilities
* Ability to keep calm under pressure
* Excellent knowledge, enthusiasm and understanding of the food industry.
* Customer oriented mindset with proven experience of leading a team in a customer facing environment

This is a full time role which will involve weekends, bank holidays and evening work. The job holder is required to be flexible with their working hours in line with the demands of the business.

**HEALTH AND SAFETY STATEMENT**

**MANAGERS/SUPERVISORS**

Managers/supervisors are responsible for all aspects of Health, Safety within their team. In particular, they must ensure that risk assessments have been carried out, that safe working procedures are in place for all work activities and that all employees in their teams operate in a safe manner. They must ensure that safe working practices are monitored, and that risk assessments and procedures are reviewed regularly. Where incidents do occur, they must ensure that they are investigated appropriately and that where necessary, corrective action is taken to ensure that such incidents are not repeated.

**EMPLOYEES**

Employees are responsible for the safety of themselves, their colleagues and visitors (where appropriate). In particular, they must ensure that they follow safe working procedures for all work activities that they undertake and they must not use any tools or equipment for which they have not been trained. Where incidents do occur, they must ensure that they are reported to their line manager and must cooperate with any investigation as appropriate.

**Approved by:**

**NAME:**

**SIGNATURE:**

**DATE:**