

Job Profile – Front of House Manager

Work with Food and Beverage Manager to create exceptional service for Jubilee Pool's new food and beverage offering. This covers Jubilee Pool's café, takeaway kiosks, bar, restaurant and hospitality/ group visits.

- Work with Food and Beverage Manager and Chef to coordinate daily Front of the House and Back of the House food and beverage operations at Jubilee Pool
- Deliver hands-on, exceptional service for the new offering which the team will provide throughout the day over breakfast-lunch-dinner. Ensure menus are changed over at different times of the day and staff are fully prepared for each service.
- Minimise customer wait times by leading efficient service at takeaway kiosks, café counter and table service throughout day
- Ensure all customer facing roles are adequately staffed and well trained in customer service to provide high quality service in line with Jubilee Pool's values
- Maximise sales and profitability for the social enterprise by encouraging upselling of food and drinks and the value of transaction per customer
- Assist Food and Beverage Manager with recruitment, and rotas scaling this as necessary to cope with demand, seasonal trends, events and larger bookings
- Deal with all food and beverage customer enquiries and bookings working with Visitor Experience and Retail Manager as necessary for seamless and quality service
- Work with Food and Beverage Manager and Visitor Experience and Retail Manager to provide excellent service for larger group and hospitality bookings, events, packages and promotions
- Prepare front of house areas for these events including any deep clean or decoration required
- Work with Visitor Experience and Retail Manager on ticketing of larger events and any associated administration
- Coach new and current employees on proper customer service practices and how to use tills and equipment
- Proactively problem solve service issues as they arise
- Load till/POS with new food and beverage items/offers/promotions, ensuring the systems are up to date
- Manage vouchering back office and loyalty cards (eg coffee discount card)
- Line manage front of house staff and working with Food and Beverage Manager to proactively manage any staff or professional standards issues

- Work with Chef on daily basis to understand specials, menu changes or amendments and brief this to all front of house team for seamless communication and understanding
- Help manage order flow rate into kitchen to minimise waiting times
- Maintain open communication with chef to advise of any delays to service or menu items
- Respond efficiently and accurately to customer complaints, recovering these where possible at source
- Ensure compliance with hygiene and health and safety regulations /procedures
- Ensure high standards of cleanliness front of house and regular cleaning schedule/ correct use of chemicals
- Order all front of house and cleaning equipment/stock as necessary working with Food and Beverage Manager to minimise costs and waste
- Assist Food and Beverage manager with waste collection and laundry schedules
- Liaise with HR and Admin manager on any invoicing and payments required
- Report any staff or customer incidents, near misses or accidents to Food and Beverage/ General Manager as necessary
- Work with Food and Beverage Manager to ensure daily cashing up and change procedures are adhered to a high standard, reporting and investigating any variance
- Ensure the premises is secure at closure and all site security/safety procedures are adhered to

Requirements

- Proven work experience (minimum 2 years) Front of House, Restaurant Manager, Hospitality Manager or similar role within a sizable licensed food and beverage operation
- Hands-on experience with customer service as a manager
- Ability to lead, coach and motivate others
- Good problem solving skills and attention to detail
- Guest-oriented and service-minded
- Can-do attitude
- Extensive food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
- Familiarity with restaurant management software, Microsoft Office, POS/till software
- Ability to remain calm and undertake various tasks
- Flexible to change and able to listen and adapt to feedback

- Ability to delegate tasks and supervise and motivate others
- Excellent time management abilities and organisation skills
- Solid understanding of hygiene and health and safety
- Hospitality management qualifications desirable
- Excellent personal presentation standards
- Ability to work long hours in varying shift patterns including evenings, weekends and bank holidays
- Eligible to work in UK

Salary band:

Full time £18-21K depending on experience

Full time hours per week. Permanent.