

# Gracey's Pizza Job Opportunities

**Job title:** Duty Manager / Supervisor

**Location:** *Chiswell Green, St Albans*

**Contract:** *4 or 5 shifts a week, Wednesday to Sunday, approximately 25-30 hours per week*

**Start date:** *January 2024 (or ASAP)*

**Salary:** £11-£13 per hour depending on experience

Gracey's is an independent-run pizzeria which started as a lockdown mobile pop-up. The shop has been running since early 2022 and has carved a reputation for serving up Italian-American style crispy 12 and 16 inch pizza pies. Our patrons include devoted locals and pizza pilgrims traveling from far and wide to try something unique from the ubiquitous neapolitan style.. We have a small amount of seating inside so we try to offer a casual but warm dining experience in an intimate space. We are currently only open in the evening, Wednesday to Sunday, but with the right team in place, we plan to expand to daytime Friday to Sunday.

## **The Role**

We are looking for an energetic and passionate person to join our team as Duty Manager / Supervisor. Key qualities are: authentic happy smiles, a warm, friendly outlook and a desire for providing genuine hospitality.

We have a small team comprising front-of-house staff and the kitchen. We accept pre-orders through our online store, over the phone and walk-ups. We get very busy, with lots of people wanting pizza at the same time. You will be the main person responsible for taking and coordinating these orders, communicating with the kitchen about the sequence orders should be made in in order of priority; you will also be responsible for directing the front of house/floor staff to manage tables and the running of food, ensuring the smooth operation of service and keeping customers happy with food and drink. Additionally, you will be responsible for running a small bar where we serve wine and beer to customers (we also have a self-serve fridge) and keeping the back of house organised/running the dishwasher. Towards the end of service, you will direct staff to ready the shop for closing including cleaning, tidying up and closing the outdoor area. You will cash up and be responsible for reporting to managers and updating stock required for the next day. Warm, communicative customer service will be at the heart of your role.

## **Desirable but not necessary:**

- Industry experience of working in hospitality
- Customer service experience

**Necessary:**

- Attention to detail and methodical approach to work
- The ability to work well under pressure and multi-task
- Problem-solving and fast decision making
- Communication skills and a warm, friendly approach to customers
- A desire to provide excellent service
- Accountability and a desire to learn from mistakes
- To be patient and calm

**Why work here?**

Gracey's started as a two-person team serving up a limited amount of takeaway pizza from a tucked-away village location. As our reputation for making the best pizza around has grown, we have expanded our team to 10 and made changes so that we are now more akin to a restaurant serving dine-in and collection. We have featured internationally in magazines and now attract customers from all over the country and abroad. On our busiest nights, we often sell out and are at capacity. This means that Gracey's is a busy, rewarding place to work where we take pride in creating an exceptional product. We are refining our operations as we go, looking to soon acquire a new, larger pizza oven, expand the kitchen and open in the daytime. Additionally, we are looking to expand with a second location at some point in the near future. Work with us to grow your skills and be nurtured in a fun and supportive team, in a company with growth ambitions.

**To apply for this position, please send your CV to [info@graceyspizza.com](mailto:info@graceyspizza.com) alongside a cover letter explaining, based on the skills required for the job, why you are suitable for the role and why you want to work at Gracey's.**