

Job Description – Front of House Manager

Overview

Role: Front of House Manager

Salary: £10.00PH

Hours Full Time (Minimum of 35 Hours) Part Time (34 hours and below)

Shift Pattern – Sunday to Saturday Rota Basis

Summary

The Front of House Manager (FOHM) leads the front of house operation. They have the responsibility of ensuring customer relations, cleanliness and hygiene meets the standards set by the company. They will report directly to the General Manager and work closely with both the General Manager and Kitchen Manager to achieve 100% customer satisfaction, good staff morale, and excellent financial accountability. The FOHM will ensure all front of house staff are trained and adhering to the company's policies & procedures.

Experience

Ideally the candidate will have 2 years or more experience within the pub/restaurant industry, have excellent customer service, time management and organisation skills and can adapt to a different situation with ease. Must have some experience of cellar work and confidence in overseeing the front of house operation.

Qualifications

L2 Food safety – Essential

L3 NVQ in Hospitality Management – Ideal but not essential

L2 NVQ Hospitality or proof experience including references.

First Aid – Ideal but not essential

All BIIB Qualifications taken into consideration

Full training is provided where deemed necessary

Skills Required

The ability to organise and manage a busy working environment

Administration duties

The ability to carry out tasks quickly and competently

The ability to pick up detailed instructions quickly and follow them closely

Good spoken communication skills

Ability to work under pressure

Eye for detail

Specific Management Duties

1. Plan for public/school holidays and special occasions
2. All paperwork and administration duties are kept on top of and submitted on time
3. Attend management meetings when requested
4. Ensure you and your team adapt to new policies & procedures
5. Work closely with your line manager to promote and excel the business
6. Place orders with suppliers within budget
7. Recruits, interviews, and hires team members, conducts performance appraisals, takes disciplinary action, motivates and trains.

Specific Supervisory Duties

1. Ensure the overall cleanliness & hygiene of the business and staff are of the highest's standards
2. Ensure all staff are adhering to company policies and procedures
3. Have input into performance reviews and professional development
4. Ensures a safe working and customer experience environment by facilitating safe work behaviours of the team.
5. Ensure pub is locked securely on an evening, alarms are set, and the pub is fully secure. (You will be required to do this as an individual as well as a team dependent on the financial needs of the business)

General Duties

1. Prepare a variety of drink & food items
2. Interacting with customers (including serving food and drink) and ensuring that high standards of customer service are maintained;
3. Ensure all marketing is distributed accordingly
4. Monitor profitability and performance to ensure sales targets are met or exceeded
5. Ensure all mandatory training is up to date
6. Promote the pub always in a positive manner
7. Adhere and adapt to all current, amended a new policies and procedures with ease
8. Maintain fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
9. Ensure food and drink quality is prepared to maintain 100% customer satisfaction.
10. Ensure you work together as a team to provide the products and service your superiors and company policies expect
11. Carry out all general and deep cleaning duties throughout the whole pub to ensure the highest standards are be met
12. Prepare and take money transactions

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Employees will follow any other instructions, and perform any other related duties, as assigned by their line manager.