



Job Description

Title	Food & Beverage Manager
Base	Near Launceston
Reporting To	Owner
Salary	£20K - £30K pa (depending on experience)
Hours	40-50 hours per week five in seven days Vary between 8.00am and 5.00pm daily

Job Purpose

The purpose of this position is to assist in leading and managing the daily Food & Beverage operations including overall quality, service and monitoring and improving staff performance. You will work daily with the staff to ensure both customer and shopper satisfaction through training, coaching and developing. You will coordinate and execute the daily operational needs of the food and beverage operation and monitor the sales of food and beverage items. In the absence of the Owner Manager you will be the overall Manager and accountable for the overall running of the F&B service. This is a leadership position that directs the work of all restaurant staff and is responsible for the overall performance of the food and beverage service.

The Food and Beverage Manager forms the continuous link between the kitchen and customers in a Start-Up Business with a clear USP to help it stand out from the crowd. Do you stand out from the crowd but remain calm, have heaps of common sense, easy going and cooperative, but that can change if someone is trying it on. The post needs a team leader with an ethos to adopt a solutions-based approach that keeps the customers and staff happy.

Responsibilities & Main Duties

- Enforces performance standards, policies and procedures, in the Food & Beverage Department.
- Responsible for complying with all Food & Beverage, health, liquor and safety regulations; as well as applicable laws both national and local.



- Responsible for the scheduling, evaluating and training of direct management and associate staff and ensuring staffs compliance with all customer service standards.
- Ensures food and beverage floor operations are run in a smooth and efficient manner to ensure customer satisfaction.
- Reviews and approves all recommendations and suggestions to hire, transfer, suspend, promote, discharge, evaluate, assign and discipline all Food & Beverage employees in a fair and equal manner.
- Maximises cost effectiveness within the Food & Beverage Department, by ensuring compliance with established budget, labour and revenue benchmarks.
- Maintains established inventories by coordinating the ordering of all food & liquor supplies, in accordance with business needs.
- Responsible for listening to, evaluating and assuring control of customer grievances.
- Monitors job performances of all direct reports and provide feedback and performance reviews to aid employees in developing and enhancing skills.
- Communicate with the owner / proprietor concerning the operational deficiencies and areas in need of attention.
- Sets priorities for all supervisors and provide assistance where needed.
- Responsible for maintaining a constant, regular attendance record.
- Responsible for forecasting sales, calculating pricing and margins.
- To act as duty manager if required.
- To carry out any other reasonable duty to assist in the smooth running of the business.

Skills

- Hygiene
- Leadership
- Politeness
- Team working
- Sales ability
- The ability to listen: understanding how to detect customer needs
- Attention to detail
- Sensitivity to customers: good relationship skills
- Physical and mental resilience and high energy levels
- Thoroughness
- Organisation: multi-skilled
- Adaptability/reactivity
- Good time-keeping
- Self-motivation and motivation of others
- Delegation
- Communication and team briefing
- Discretion
- Positivity



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