

JOB DESCRIPTION – FOOD AND BEVERAGE MANAGER

If this role sounds perfect for you, submit your CV and cover letter, to our General Manager, Tony Sammut at tsammut@spinnakertower.co.uk

PURPOSE OF THE JOB

Oversee the entire food and beverage offering at the attraction, leading and developing the team to deliver the highest standards of customer service and guest experience, whilst ensuring the achievement of the departments targets as set out in the annual business plan.

KEY ACCOUNTABILITIES

- Ensure compliance with all relevant health and safety/food safety legislation
- Actively monitor health & safety to ensure the safety of all guests and team is maintained at all times by compliance with all appropriate legislation and company policies
- Recruit, retain and develop the best people that allow you to maximise the productivity and profitability of the F&B operation
- Effectively lead the team to ensure they provide the highest levels of guest service at all times
- Manage the team performance and provide each team member with objectives and personal performance targets.
- Ensure active monitoring of HR policies and practices to maintain compliance with all appropriate legislation at all times
- Manage daily work schedules and rotas for the team in line with business demand and budgets
- Be responsible for ensuring that the F&B department runs smoothly in both peak and off-peak periods
- Ensure that the highest standards of presentation are maintained across the F&B department
- Deliver corporate bookings with particular attention to quality of service
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service or quality offered
- Perform the day to day management in collaboration with the management team
- Work flexibly across departments in line with the business demands
- Maximise profit from the F&B facility within the attraction and ensure income and expenditure are effectively managed to achieve or exceed the annual business plan and department targets

- Set daily targets and goals for the F&B team to ensure spend per head targets are achieved
- Regularly review and develop the attraction menus
- Contribute to the marketing campaign for the catering function and identify new opportunities where available
- Provide reports in a timely fashion detailing current performance levels and identifying where improvements can be achieved
- Maintain and develop systems to control and manage all aspects of catering stock aimed at ensuring minimised wastage and stock holding
- Monitor, review and control use of resources to ensure expenditure is controlled throughout the year to achieve budget
- Daily processing of purchase orders & related invoices for the business
- Liaise with and manage suppliers to the F&B function
- Complete a monthly stocktake, prepare reports for the Finance department, and identify any variances and take appropriate action
- Contribute towards meetings and future development of the attraction
- Identify, evaluate and instigate where appropriate new commercial opportunities
- Take pride and accountability in the appearance of the attraction.
- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS