



JOB DESCRIPTION

ROLE: **Catering & Hospitality Manager**

REPORTING TO: **General Manager**

ROLE SUMMARY: The purpose of this role is to manage the coordination of people and resources to ensure the effective functioning and success of all Pensthorpe's catering and hospitality facilities.

Hours: 40 hours per week, including weekends and bank holidays, little to no evening work

Main responsibilities

1. To successfully manage the delivery of the highest possible standard of catering and hospitality experience to visitors, guests and team at all times within pre-agreed budgetary targets;
2. To continuously develop the catering and hospitality experience at Pensthorpe through the introduction of innovative ideas, being mindful that all new innovation must be to the benefit of the business and remain within the Pensthorpe ethos;
3. To work within the catering outlets within the kitchen ad hoc, and also regularly front of house, to lead from the front, engaging with team and offering training and further development opportunities
4. To prepare, working with your team and General Manager an Annual Business Plan that incorporates a detailed Annual Budget against which the department will be reviewed monthly.

Catering Outlet Management

1. Take responsibility for the smooth and efficient running of the catering outlets, from the main Courtyard Café, to Hootz House Servery, the Snack Shack, the Ice Cream bike and any other outlets utilised from time to time;
2. Take overall responsibility for the interaction of the kitchen and front of house teams, to ensure consistently smooth service and excellent customer service at all times;
3. Work with the chefs, hub manager and General Manager to develop the food offering at Pensthorpe through the introduction of innovation and interest to reflect the taste and requirements in each outlet;
4. Work with Chefs in the development of menu options, ensuring that varied seasonal menus are costed and trialed to enable efficient preparation and presentation, whilst remaining focussed on achieving targeted sales, GP and cost controls;
5. Take the lead on the choice and ordering of prepacked food and drink items which complement the fresh food menu and the Pensthorpe ethos;



6. Ensure pre-packed food stock levels are kept to minimum, that requisition/order forms for stock replenishment are completed and that all stock received is used before it goes out of date;
7. Take the lead on the provision of catering outlet equipment, resources and consumables;
8. Support the General Manager to implement a customer feedback system that allows constructive feedback to be gathered and suggestions to be implemented;
9. Ensure checklists are implemented and adhered to, to ensure that all areas are fully resourced and ready for the service to commence and take responsibility for ensuring that:
 - a. all areas within the servery area are spotlessly clean at all times
 - b. all team members wear their correct uniforms at all times to the agreed standard
 - c. all servery areas are set up at least ten minutes prior to each service period starting
 - d. the hot and cold drinks areas are set up prior to each service period and kept clean and tidy and fully replenished throughout the service period
 - e. the servery is kept fully replenished throughout service periods and that they are spot cleaned, kept neat and tidy and look their best at all times
 - f. there are sufficient clean trays, plates and cutlery etc. throughout the service period;
10. Ensure all team members are sales focused and proactively cross sell and up sell on items, events and experiences;
11. Manage any complaints should they arise, working within the guidelines agreed with the Marketing and PR Manager and General Manager to implement any concessions or refunds as required, seeking addition guidance and authority where circumstances require it;
12. Implement systems across all outlets for the effective recording of any customer incident / complaint and ensure timely review and evaluation of the cause / nature to enable improvements to be implemented.

Event Management

1. Take responsibility for the coordination of all group dining bookings, ensuring effective booking procedures to deliver an excellent experience for all guests
2. Ensure that menu options are devised in advance with Chefs and any special requests are fully costed and approved before offering to guests.
3. Support the food provision for children's parties (managed by the Attractions Supervisor).
4. On the day of events, ensure a suitable team is in place and duties allocated.
5. Liaise with the Marketing team to agree appropriate P.O.S. and publicity for special events to ensure website, social media and hard copy marketing materials are produced and available to promote special events and seasonal offers.

Financial Management



1. Working closely with the hub manager and finance manager, draw up the annual draft catering budget and present this to the Genera; for discussion. Make revisions as advised and agree final budget against which targets will be set;
2. In conjunction with the Hub manager, monitor the financial performance of the catering budget on a monthly basis and in a format agreed with the General Manager. Ensuring that the catering operation is in line with targets for GP. Any overspends to be either justified or an action plan produced which rectifies this overspend in the following reporting period;
3. Ensure that pre-prepared food stock levels are kept to minimum (target 5 working days' value of stock maximum at any one time) and that all stock bought is used before it goes out of date;
4. Ensure a stocktake is completed on the final day of each month, working with the chefs, hub manager together with the Finance Manager;
5. Ensure all necessary additional items or services associated to the running of the department such as annual deep cleans, waste management, recycling, the sourcing of cleaning materials, replacement uniforms, marketing materials etc;
6. Proactively control staff costs and food costs in line with gross profit requirements and budget requirements in collaboration with the hub manager;
7. Ensure that catering staffing levels on a day-to-day basis are appropriately managed in order to keep staffing costs to the agreed forecast levels.

People Management

1. To be the primary point of contact for the catering team and be responsible for all matters relating to the welfare, motivation, achievement of best practice and development of this team;
2. Have involvement in the appointing of new employees as necessary (with prior authorisation of the General Manager), ensuring induction training, setting early objectives and acting as a guardian/mentor, as appropriate for new team members;
3. To conduct six monthly appraisals for the team in conjunction with the hub manager, identifying areas for improvement, setting new targets and formulating Training Plans to improve skills etc. Conduct regular reviews/follow-up mini appraisals accordingly;
4. In conjunction with the hub manager carry out induction training, setting early objectives and acting as a guardian/mentor, as appropriate for all new team members.
5. Implement systems and procedures to ensure the effective management of the catering team and identify and implement measures for developing and maintaining effective working relationships within the team;
6. Oversee the creation and implementation of rotas for the catering team to ensure staffing levels reflect the needs of the business at all times, ensuring there is a minimum of 3 weeks work of rotas published at any one time;



7. Monitor sickness, punctuality and general performance of team members and take necessary action where standards are not being met;
8. Ensure all team members use the correct selling skills in order to maximise sales of products and to achieve a high level of customer satisfaction wherever possible;

Operational

1. Establish systems and procedures in all operational areas under your control to monitor, maintain and improve upon the standards of the product and service agreed in the Annual Business Plan;
2. Ensure pre and post service briefs are held before and after every service;
3. Ensure that all areas within all the catering outlets spotlessly clean at all times and that appropriate cleaning schedules are in place, completed and archived;
4. To be responsible for the implementation of all hygiene legislation.
5. Ensure Pensthorpe retains and maintains its 5 star food hygiene rating at all times, in line with the businesses HACCP
6. Ensure the businesses HACCP is adhered to at all times, is reviewed and updated regularly

Communication

1. Manager an effective communication strategy between the kitchen and all other departments on a regular basis;
2. Ensure your involvement in Cafe meetings and the dissemination of information to those team that you are responsible for.

Visitors

1. Build a good rapport with visitors, helping them choose meals, discussing their views on the service provision and generally meeting and greeting visitors;
2. Provide and promote a helpful, friendly and 'can do' service to all visitors.

Other

1. Any reasonable request made by the senior management team or the Directors;
2. Attend external meetings or training courses as required.



Health & Safety / Environmental Health

1. Implement the legal obligation to maintain a safe working environment at all times;
2. Be responsible for the safe use of cleaning chemicals ensuring that the COSHH regulations are adhered to;
3. Be responsible for the monitoring and recording, if necessary of food temperatures;
4. Follow the company's procedures, as described in the Health & Safety Policy;
5. Report anything unsafe to the General Manager and report accidents and near misses in the accident book.

This job description reflects the present requirements of the position. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the employee.

Job Holder : **Date:**