



JOB DESCRIPTION

BOAR'S HEAD RESTAURANT & BAR MANAGER

Job Title:	The Boar's Head Restaurant & Bar Manager
Location:	The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Reporting to:	Food & Beverage Manger
Responsible for:	Boar's Head Food & Beverage Staff.
Main purpose of the Job:	<p>To ensure the delivery of high-quality, cost effective service to Boar's Head guests by recruiting, training and managing service staff, and to manage the liquor purchasing and sales for The Boar's Head to maximise profit.</p> <p>To Liaise with the Deputy Manager to ensure all procedures are adhered to and an exception level of customer service is provided in all areas.</p>
Key responsibilities and duties:	<ul style="list-style-type: none"> • Ensure the F&B Team provide a cheerful, relaxed and welcoming service to Boar's Head guests. • Help recruit suitable staff to provide service at The Boar's Head food & beverage outlets. • Ensure staff are trained to deliver the standard of service appropriate and manage them effectively to provide that service at all times. • Ensure staff are directed, controlled, trained and motivated to sell effectively and maximise revenue opportunities. • Recruit, develop and train staff as required, including supervisory staff. • Rota service staff for The Boar's Head, ensuring a Supervisor is designated for every shift. • Control staff costs to deliver required profitability. • Working with F&B Manager to utilise staff across the estate • Control the purchase and sale of liquor to deliver required margins, • Manage the bar and food service areas to deliver maximum returns on investment. • Act as a role model for staff behaviour. • Identify areas for staff training and development, providing coaching and organising training as appropriate. • Work with Reception and Kitchen teams to manage Bar and Restaurant bookings to ensure an even workflow. • Deal with any customer complaints within a maximum of 48 hours, using your best judgement to deal with issues immediately or escalating to senior managers, CEO and owners. • Ensure adherence to Health and Safety procedures to ensure the safety of employees and guests at all times. • Ensure an up to date document detailing F&B Standard Operating Procedures is maintained.

Essential Requirements	<ul style="list-style-type: none"> • Customer focused. • Effective team leadership/motivation skills. • Able to communicate confidently at all levels. • Exceptional personal presentation. • Able to work on own initiative • Organised and able to plan ahead • Good timekeeper • A proven record in problem solving. • Excellent customer service skills • Bar/Cellar Management experience • Fluent spoken/written English. • Good numeracy and literacy skills. • Excellent accuracy and eye for detail.
Desirable Requirements	<ul style="list-style-type: none"> • Current First Aid Certificate. • Personal Licence to sell alcohol.
Working Conditions and Benefits	<ul style="list-style-type: none"> • Salary up to £21k per annum. • Hours – variable/flexible. Days/Evenings/Weekends. • Split shifts may be required • Average 45 hours per week. • Staff Discounts in Gift Shop, Tea Rooms, Bistro and Brasserie. • Holidays – Statutory 28 days (inclusive of Bank Holiday allowance)
Other duties:	<ul style="list-style-type: none"> • From time to time you may be asked to undertake other duties on the Ripley Castle Estate and training will be given if this is deemed necessary. • All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas. • Over time your key duties may change and your co-operation will be expected where such changes are reasonable.
<p>NAME: _____ (Employee)</p> <p>SIGNED: _____ (Employee)</p> <p>DATE: _____</p>	