

JOB DESCRIPTION – DUTY MANAGER (FOOD & BEVERAGE)

PURPOSE OF THE JOB

To inspire and deliver a catering offer that presents an authentic theme relevant to the location with quality and local provenance being key, with a clear focus on delivering & exceeding the department Performance Indicators as set out in the annual business plan. To lead and manage the Food and Beverage department to deliver.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Undertake attraction Duty Management function as required.
- Deputise for senior management in their absence, providing cover during colleagues' absences.
- All duties must be carried out to comply with:- (a) Notification of accidents and other Health and Safety Requirements. (b) Statutory legislation, in particular COSHH and Hygiene Regulations
- To maximise profit from the food and beverage facility within the attraction and ensure income and expenditure are effectively managed to achieve or exceed the annual business plan and department KPI's.
- To ensure that the food and beverage facility meets the highest standards with regard to its product selection, quality of service, presentation and hygiene standards.
- To ensure all line management tasks are carried out effectively, competently and adhere to the Company financial procedures.
- To maintain and develop systems to control and manage aspects of all catering/bar stock aimed at ensuring minimised wastage and minimised stock holding.
- To achieve the budgeted cost of sale and gross profit targets by entering all delivery notes and invoices, checking prices and managing the recipes.
- To work closely with the Marketing Manager to develop the marketing campaign for the food and beverage facility and identify new opportunities where available.
- Monitor, review and control use of resources to ensure expenditure is controlled within the budget throughout the year to achieve or exceed the wages to sales budget.
- Develop skills and working knowledge of GAMMA tills and software

- Provide reports in a timely fashion detailing current performance levels and identifying where improvements can be achieved.
- Use Key Performance Indicators that analyse the take up of all income/expenditure groups highlighting both under and over performance in a timely fashion.
- Develop strong trading links with potential suppliers negotiate best prices and regular deliveries.
- Working alongside the F&B team, complete a monthly stocktake, identifying any variances and take appropriate action. Valuation reports to be sent to York Finance department.
- Hourly and daily targets to be given to the Food and Beverage team, targets to be managed on an hourly basis and recorded as per the guidelines laid out by the GM.
- Carry out daily food preparation and food safety checks
- Accountable for the delivery of departmental KPI's through the monitoring of the Performance Development process and assessment of training needs.
- Ensure that active monitoring of Health and Safety is undertaken to ensure the H&S of all guests and staff is maintained at all times by compliance with all appropriate legislation and company policies.
- Ensure that active monitoring of HR policies and practices is undertaken to ensure at all times compliance with all appropriate legislation.
- Continually review standards through means of internal and external quality auditing and report upon shortfalls in presentation.
- To help ensure that the facility at all times meets the requirements as laid out within Basic Food Hygiene Legislation, Health and Safety and the licensing law.
- Ensure attendance at quarterly Health and Safety committee meetings.
- Menu planning and food development for the two seasonal menu changes.
- To work in accordance with Continuum policies with particular emphasis on financial controls, health and safety and personnel practices and confidentiality

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

- Handling cash and checking end of day banking to ensure it is accurate and recorded
- Respond quickly and promptly to any guest complaints and feedback any issues to the General Manager
- To be responsible for the security of the building at all times

- To assist other departments as required
- To assist with reports and attend meetings as required