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| **JOB DESCRIPTION** |

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| **Job title:** | Front of House Manager |
| **Department:** | Catering |
| **Job purpose:** | Responsible for the day to day running of all Front of House operations |

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| **Specific duties:** | **Management**   * A service driven role focussed on delivering exceptional food service experiences. * The Front of House Manager is responsible for the day to day running of all Front of House operations that include the Servery, Formal Halls, College and external lunches, dinners and events whilst maintaining operational costs within budget expectations. * Lead, develop, and review the Front of House (FOH) team through mentoring, training and examples of good practice, conducting appraisals and continuous monitoring of performance. * Be the lead in any FOH recruitment processes and consequential inductions and probations. * Manage FOH staff rotas in line with business needs and budget constraints. * Responsible for the workplace environment specifically behaviours at work to accepted standards as set out by the College. * Review and update, where necessary, operational procedures, documenting expected service levels as part of the continuing process of seeking to improve standards. * Arrange weekly meetings with FOH staff reviewing and planning events, being dynamic in your approach and leadership. * Report to the Catering Manager weekly on FOH activity and progress. * Liaise with the kitchen and café to ensure consistency in levels of service are maintained and that all relevant staff are up to date with event information. * Ensure compliance with all relevant statutory Health and Safety legislation, Food Hygiene standards, the College Food Safety Policy, and alcohol licensing laws. * Attend weekly staff meetings and occasional Heads of Department meetings. * Review food service practices, promoting the continual improvement of standards. * Maintain equipment required for dinners such as, but not limited to,   glassware, cutlery, linen etc  **Administrativ**e   * Record and manage event details for invoicing purposes. * Print menus, event signs and table plans for events when required. * Have a good working knowledge of EPOS and UNIWARE systems. * Ensure relevant FOH Health & Safety standards are maintained and accurately monitored and recorded. * Maintain wine cellars including movement, stock sheets and stock control. * Carry out tasks requested by the Catering Manager as and when required. |

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| **Works with:** | * All catering staff |

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| **Responsible for:** | * Front of House staff |

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| **Responsible to:** | * Catering Manager |

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| **PERSON DESCRIPTION** |

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|  | **Essential:** |  |
| **Qualifications:** | * Food safety |  |
| **Experience:** | * Management experience * Working within the hospitality service industry. |  |
| **Skills:** | * Able to motivate, manage, and lead a team to   exceptional levels of customer service.   * Good IT skills, (MS Office, Outlook,   in-House systems, such as POS and event bookings)   * Good customer service, communicator, and the   ability to deliver and exceed customer expectations.   * Able to respond to changing circumstances and react positively to the unexpected. |  |
| **Special requirements:** | * Weekend and evening working on a rota basis. |  |

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| **REVIEW** |

*These job and person descriptions are non-contractual*

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| **Current incumbent:** | Vacant |

**Reviewed by Head of Department:**

**Signature:**

**Name: Ivan Higney**

**Date: 6th January 2025**