



Job Title: Food & Beverage Duty Manager
Reporting to: Assistant Food & Beverage Manager
Reporting to: All F & B Supervisors
Job Holder:

PRINCIPAL PURPOSE OF ROLE:

To manage the day to day operation of the Bluestone F & B outlets. To ensure all outlets are open on time, staffed correctly and operating in a satisfactory manner delivering exceptional levels of customer service whilst ensuring staff operate in a clean, safe and efficient working environment.

KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)
- You may be required to carry out other tasks within your Department and within other Departments which naturally fall within the reasonable expectations of the post.

Specific:

- To ensure all F & B outlets are open, staffed and operational in accordance with published opening hours and similarly closed down
- To direct outlet supervisors on a daily basis with regard to objectives, promotions and special events.
- To deal with any issues/complaints from guests or staff that supervisors need to escalate and in turn to escalate any issues/complaints to senior management as appropriate.
- To carry out regular checks of every outlet everyday to ensure standards of

- cleanliness, safety and best practice are being maintained.
- To report to senior management any failings/areas of improvement that need addressing and to work with management to find solutions to these.
 - To liaise with stores manager to ensure all outlets are adequately stocked for days business ahead.
 - To observe Bluestone Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems by following the escalation procedure.
 - To attend work looking clean, smart and adhering to company appearance standards. Your uniform must be clean and crease free and name badge must be worn at all times.
 - To attend and complete training course as required.
 - You may be required to carry out other tasks within the retail department and within other departments, which naturally fall within reasonable expectations of the post.
 - To Complete Health & Safety training and in particular, COSHH related training
 - To complete disability awareness training
 - To maintain excellent product knowledge, competently answer any guest queries and be able to promote available products/activities
 - Adhere to Bluestone's disposal of waste policy
 - Understand and ensure the implementation of Bluestone's Health and Safety Policy and Emergency and Fire Procedures
 - To immediately report to the Food & Beverage Manager, any faulty appliances, damaged furniture, equipment or any potential hazard
 - Promote safe working practice

EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential:

- Experience of (or ability to) handling cash and operating an EPOS till
- Ability to work unsupervised/to use own initiative
- Ability to respond to emergency situations in an effective manner

Desirable:

- Previous experience of supervising a team and/or having responsibility for a retail outlet
- NVQ 2 or equivalent in Retail

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER

- Excellent personal presentation.
- Positive "can-do" attitude.
- Ability to motivate and lead a team
- Strong customer service skills with an awareness of your impact on the customer

experience.

- Strong communication skills with customers, managers and team
- Able to work in a team
- Flexible, committed and punctual
- Able to stay calm and friendly to customers and staff whilst under pressure in a busy environment
- Keen to contribute to the development of the retail department and the Bluestone offering as a whole