


Job Title: Food & Beverage Unit Manager	
Reporting to: Food & Beverage Manager	
Reporting to Job Holder: All unit staff	

Principal Purpose of Role:

To manage the day to day operation of the Bluestone F & B outlets. To ensure all outlet is open on time, staffed correctly and operating in an efficient, profit focussed 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 Absence line 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 F & B outlets are open, staffed and operational in accordance with published opening hours and similarly closed down.
- To produce outlet rotas that are robust and reflect the business needs and special events and to keep 4th Hospitality updated with accurate attendance data
- 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 drive revenues and customer service standards according to targets agreed with F&B manager
- To drive and monitor compliance with Food Safety standards and keep upto date with legal requirements
- To be fully familiar with and implement the law appertaining to pricing and description of products in outlet.
- To attend management meetings and briefings and to brief outlet staff accordingly

- 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 and to ensure all outlet staff do the same. Your uniform must be clean and crease free and name badge must be worn at all times.
- To manage outlet staff, motivating them to excel in their roles, monitoring performance and taking corrective action where required.
- You may be required to carry out other tasks within the food & beverage 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:

- 1 years experience of managing or supervising a restaurant operation
- Level 3 NVQ or equivalent in F&B
- Strong computer and analytical skills
- Strong management and communication skills
- Ability to respond to emergency situations in an effective manner

Desirable:

- Previous High Street food brand/chain exposure
- NVQ 4 or equivalent in Food & Beverage
- Level 2 Food Hygiene Certificate

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