

Epsom & Ewell Borough Council

Role Profile

Role Title:	Food and Beverage Manager
Service:	Operational/Commercial Services
Location:	Epsom Playhouse
Reporting To:	Epsom Playhouse Theatre Manager

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To provide an efficient and friendly bar service for hirers and customers, maximising income and commercial opportunities for sales of drinks and snacks, whilst overseeing the smooth re-introduction of a food delivery option at The Playhouse. Manage the bar casual staff ensuring the team maintain a high standard of customer service and all rostering is both cost effective and provides sufficient staff presence for the bar.</p>
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Main Duties and accountabilities

Service Specific	<p>Manage the full day-to-day running of the bar, ensuring all bar services are delivered to a high standard.</p> <p>Ensure excellent bar service standards are consistently maintained and a high level of service is provided to all customers, maximising sales & revenue through customer satisfaction and employee engagement.</p> <p>Compile all bar staff rotas and monitor staffing expenditure to meet the budget, whilst ensuring all shifts are covered at the times operationally required.</p> <p>Manage the food/liquor order process negotiating deals and price reductions as required, whilst ensuring the bar is adequately stocked at all times.</p> <p>Maintain correct procedures of stock, liquor, chemicals and disposables ordering, usage and control measures.</p> <p>Plan menus and food choices available at The Playhouse, once the food delivery option has been finalised.</p> <p>Cook and/or prepare suitable food options to all recognised statutory requirements.</p> <p>To attend all meetings and training courses as required.</p> <p>To maintain regular and open communication with the staff and hold</p>
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	<p>pre-service briefings.</p> <p>To ensure that all front & back of house areas are clean and in a tidy state at all times.</p> <p>To ensure all financial administration is kept up to date and ensure all food/liquor stock takes are completed accurately and on time, including cash reconciliation and banking.</p> <p>To help shape and deliver any new food or drink offerings, identifying new revenue opportunities.</p> <p>To work closely with the Playhouse Management team, playing an active part in the service delivery of all food & beverage related activities, and ensuring the offer complements the wider Playhouse ethos.</p> <p>Meet designated targets within specified timeframes as set out in the agreed work schedule for that day or week. Deliver targets in line with the relevant standard operating procedures and training provided and contribute to My Performance Conversations</p> <p>To act as a the venue's licensed representative and to be a personal license holder.</p>
Generic Duties	<p>Communicate regularly with staff through formal and informal channels on safety matters to ensure there is a free flow of ideas and that morale remains high.</p> <p>To manage the activities of all bar staff, ensuring that they are properly trained to competently carry out their duties and responsibilities.</p> <p>Ensure all staff training and health & safety records are completed and recorded.</p> <p>Ensure that work activities are properly managed and supervised</p> <p>Make sure that all relevant equipment is maintained and fit for purpose</p> <p>Take responsibility for ensuring that a safe system of work is produced and communicated to employees prior to the commencement of the activity.</p> <p>Ensure that all bar related operational procedures are managed in accordance with relevant Health & Safety regulations, e.g temperature checks, food storage etc.</p> <p>Be responsible for cash handling, reconciliation and maintenance of all records relating to banking resulting from sales</p> <p>Flexible varied working</p>

The key decision making areas in the role	
<p>Exercises judgement, experience and knowledge to determine which product lines to stock the bar with in order to maximise income.</p> <p>Has discretion to respond to bar and food service related issues to ensure continuity of service.</p> <p>Is able to identify and deliver new revenue streams, or improve existing ones.</p> <p>Will recognise where technological improvements can be made and create business cases (where necessary).</p>	
Customers and contacts	
<p>The post holder should be conversant with who primary contacts are within the key departments of Environmental health, Licensing, HR, finance, Mayor's Office and Venues.</p> <p>The post holder is the key point of contact for all bar customers and suppliers.</p> <p>Key departmental contacts are the Playhouse Theatre Manager, Playhouse Technical Manager, Business Development and commercial Venues Manager and the Head of Venues & Facilities.</p>	

Dimensions of the role	
Financial	Non-financial

<p>Responsible for food & beverage gross income targets of circa £ per annum.</p>	<p>The recruitment, supervision and line management of bar casual staff, providing them with all necessary training and guidance to carry out their role.</p> <p>Responsible for ensuring that all health & Safety, food hygiene and licensing regulations that directly impact the bar operation are complied with and enforced.</p> <p>Health & Safety of all who come into contact with any element of food and beverage service.</p>
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
NVQ in hospitality	D		
Food Hygiene Certificate Level 3 HACCP Health and Hygiene	E		
BIIAB level 2 (Personal Licence)	E		
Knowledge and Experience			
Customer services experience	E		
At least 2 years experience of running a busy food and beverage operation in a similar environment	E		
Basic catering and menu preparation	D		
Experience of budget management	D		
Experience in strategy to increase the business	D		
Skills			
Problem solving	E		
Negotiation skills	D		
Analytical skills	E		
Team working skills	E		
Training/development/motivational skills	E		
Communication skills – written and oral	E		
Working under pressure and to deadlines	E		
Additional Requirements			
Must have a 'flexible' approach to work and can do attitude.	E		
Available to work evenings, weekends and bank holidays regularly and as required.	E		
First Aider	D		