
JOB TITLE Bistro & Cellar Door Manager

DATE 10 October 2021

REPORTS TO Proprietor & Culinary Director

JOB DESCRIPTION

Purpose of role To deliver exceptional and consistent service to our customers throughout the Bistro and Cellar Door experiences. Whether during a busy bistro service or throughout another of our elegant weddings, this role has the attention to detail and focus to exceed our customer's expectations.

A natural leader who can mentor and develop staff, is responsible for the recruitment, induction, training and leadership of our amazing front of house team along with direct operational delivery of all elements of our customer's experience whilst at Clyde Park. Can develop a conducive environment for the Bistro team to increase staff retention improve over all skill sets.

Collaborating with and supporting the Kitchen, Vineyard and Events teams, this experienced Manager will be proficient in all facets of venue management, service standards and financial controls. This will ensure agreed order of service, customer service processes and efficient performance.

With the ability to work collaboratively with the owners and management team, the Bistro & Cellar Door Manager will set and maintain the highest standards as the public face of the venue.

Main duties and responsibilities

Core objectives include:

Leadership, Standards & Compliance

- Able to provide strong and effective management of the front of house team with a "lead by example and from the front" approach.
- An exceptional eye for detail and always ensures the highest of standards of customer service are delivered.
- Maintains and adheres to all relevant legislation and mentors staff to monitor and achieve this

Recruitment & Development

- Ongoing recruitment and training of staff in our values, procedures and customer service standards.
- Builds and maintains a positive team to deliver a professional and highly adaptable set of skills to respond to the business needs and systems.
- Can mentor and educate staff in all areas of the venue operations team.

Operational Delivery

- Is aware of current trends and customer desires for new beverage range and development concepts to enhance their experience.
- Hands on daily duties to ensure all elements are delivered

- With constant planning and sound communication, prepares for and prevents poor outcomes
- Understanding of 'whole of business needs' approach and delivers results whilst maintaining a customer focus.
- Monitors and controls stock levels and ordering
- Supports and delivers the management of special events and weddings.

Venue Management

- Understands the importance of overall venue presentation, readiness and serviceability to ensure customer safety and satisfaction.
- Monitoring of general maintenance, cleaning and resetting to ensure a timely and efficient use of staff and resources.
- A focus on high standards to ensure the customer feels comfortable, safe and valued throughout their experience and journey through our venue from stepping foot on our property until departing.

Financial Controls

- Manages daily reporting and cash handling
- Maintains and monitors a roster against monthly budgets ensuring effectiveness in staff costs
- Ensure daily operational tasks & checklists are completed
- Sound financial and business acumen with demonstrated understanding of relevant KPI's (revenue, GP, labour margins, etc.), business systems and stock controls

Client & Partner Service

- Ensure that customers are given a prompt and efficient service and expectations are consistently exceeded
- Be customer focused at all times; approachable and quick to exceed expectations in fulfilling customer needs
- Ability to stay composed and professional in difficult and pressured situations
- Have strong decision making with management, staff, suppliers, contractors, and patrons.

People

- Communicate well with our team of chefs and the entire Clyde Park Team assisting all staff when required, with a hands on mentoring approach.

Sustainability

- Adhere to and lead the Clyde Park Sustainability Program
- Drive innovation, education the team and lead by example in continuing Clyde Parks best practice in Championing Sustainability.

Health & Safety and Food Safety

- Adhere to & lead Clyde Park's Food Hygiene, Health and Safety and Environmental policies always
- Ensure that Food & Beverage areas are maintained in accordance with the Clyde Park's Food Hygiene, Healthy and Safety and Environmental policies and procedures.

Additional Responsibilities

- Show commitment to and promote Clyde Park values.
- Act as a positive ambassador for Clyde Park.

The above list is not exhaustive and the role may change to meet the overall objectives of Clyde Park.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

- Qualifications**
- Cert/Dip of Hospitality or Food & Beverage Management is desirable
 - Sommelier &/or WSET Level 2
 - Food Safety Certificate desirable
 - Current RSA
 - First Aid Level 2 desirable
- Experience**
- Minimum of 2 years of experience Hospitality leadership role
 - Extensive experience in managing food and beverage venue
 - Strong POS skills and reservation systems experience
 - Awareness of and delivery of exceptional customer service
- Skills & competencies**
- Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.
 - Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.
 - Teamwork: willingness to assist and support others as required and get on with team members.
- Personal attributes**
- Professional approach and self-motivated to work without constant direction and supervision
 - Apply flair and innovation to menu development and food presentation
 - Able to perform well and remain professional whilst under pressure
 - Tactful and discreet, whilst mindful of observing professional standards
 - Displays a smart and professional appearance, representing Clyde Park in a positive manner
 - Eager to learn new skills and a commitment to personal continuous professional development
 - Adaptable and flexible with working patterns when required
 - Good numeric and computer skills (Microsoft Word, Excel and Outlook essential)
 - Reasonable physical fitness
- Essential Values, Behaviours and Attitudes**
- All employees are expected to actively promote and demonstrate these five core values of Clyde Park;
 1. Kindness
 2. Integrity
 3. Respect
 4. Responsibility
 5. Courage
 - In addition, Clyde Park expects all staff to show ambition and display curiosity both personally and professionally.
 - Clyde Park reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.
 - In exceptional circumstances, the Candidate will be required to undertake other duties and responsibilities of a similar post to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

- Clyde Park is committed to safeguarding and promoting the welfare of staff and young people and expects all staff and volunteers to share this commitment.
- All employees should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do.
- Staff should correctly use work items provided by Clyde Park, including personal protective equipment in accordance with training and instruction.

Hours of Work

- Expected to work on a roster basis, including most weekends and public holidays (as per conditions set out in individual contracts), and evenings as required.

Other

- Clean driving licence (desirable) or have reliable transport solutions.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date