



Job Description

Job title: Front of House Operations Manager

Department: Mount Haven Hotel

Line management responsibilities: Supervisors and all front of house staff

Reports to: General Manager

Pay and benefits: up to £26,000, 28 days paid holiday (incl. bank holidays), discount on F&B and retail across all SAE outlets.

Principal purpose of role	<ul style="list-style-type: none"> To be responsible for the operational running of the Mount Haven Hotel and Restaurant on a day to day basis – ensuring excellent customer care, guest experience & customer service is delivered at all times. Head up the F&B team, being a driving force for the success of the newly refurbished Mount Haven restaurant Deputise for the General Manager in their absence taking overall responsibility for all areas of the business. Contribute to the financial success of the MHH, by achieving set income targets, ensuring we maximise Food & Beverage (F&B) revenue and secondary guest spend at every opportunity.
Area of responsibility/tasks	<p>Operations</p> <ul style="list-style-type: none"> The Front of House Operations Manager will regularly undertake the role of Duty Manager. The post holder will be expected to use their best judgment to make all necessary decisions to ensure that guest experience is never compromised. Be fully operational across the business with a strong focus on F&B and perform all duties expected. On occasion you will be required to support the rooms & reception team if required. Work closely with the GM and the Marketing team to grow the events portfolio and explore new opportunities. Have excellent attention to detail, ensuring standards across the hotel are always maintained. This includes conducting regular quality checks on front of house guest service areas. Liaising with

the Head of Housekeeping to ensure any maintenance or repairs are carried out quickly and efficiently.

- Respect and elicit through example the service culture that exists within the MHH and to lead by example, coach and motivate the Mount Haven team with enthusiasm and a positive attitude at all times.

Food & Beverage

- Champion and promote the MHH food philosophy working closely with the Head Chef. Strive to define service standards and beverage identity based on our brand and industry trends. Having a detailed knowledge of the hotel's suppliers and food traceability
- Lead and line manage on a daily basis the FOH team ensuring implementation of all departmental SOP's. Responsible for the ongoing recruitment, induction, training & appraisals of all F&B staff. Developing a slick and dynamic high performing team.
- Ensure the F&B team can discuss the menus with our customers, make wine recommendations and implement upselling techniques. The entire team must have a comprehensive knowledge of allergens, special dietary requirements and be able to confidently discuss this with our customers.
- Manage the ordering, stock checking and rotating of all FOH stock ensuring adequate systems are in place and adhered to when not on duty. Maintain the cellar and associated stock area, ensuring all procedures are followed and equipment is serviced and compliant.
- Resolve guest complaints quickly and efficiently ensuring immediate appropriate action is taken and feedback is disseminated and relayed across the business at all times.

Finance

- Control wage costs in line with budget and sales performance. Creating all FOH rotas and managing staff levels accordingly.
- Ensure all end of day and end of week cash reconciliation procedures are completed and report on these weekly to the GM.
- Be responsible for maintaining the Wet GP through regular checking of invoicing, reviewing of procurement and completion of monthly stocktakes.
- Work alongside the management team to maximise every opportunity to drive sales and identify potential income opportunities.

Health and safety

- Be responsible for customer's safety by ensuring all staff are aware of lock up, H&S, fire evacuation and emergency procedures, arranging training/drills as necessary.

	<ul style="list-style-type: none"> • Be responsible for the compilation of risk assessments and H&S compliance in connection with all F&B related activities and events. • Follow safe working practices.
Communication	<ul style="list-style-type: none"> • Be aware of all the activities offered on the Mount and other St Aubyn Estate businesses and be able to answer broader questions (or know who to ask). • To cascade all information to the team at staff meetings
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<ul style="list-style-type: none"> • Work with the GM and Senior Leadership team to identify challenges and opportunities, developing innovative solutions and setting the strategic direction for the MHH. • Be an advocate for St Aubyn Estates • The Front of House Operations Manager may be required to undertake other reasonable duties which are compatible with the overall scope of this appointment and, in addition, all employees are expected to work within the terms of their contract of employment and adhere to SAE policies and the Values and Behaviours.