

Person Specification

Role title: Front of House Operations Manager

Evidence sources AF = application form | IV = interview | Test = test | Ref = references

Section	Criteria	Essential	Desirable	Source
Education, vocational training and qualifications	Degree level qualification		√	AF, IV
	To hold and maintain a full driving licence	√		AF
	CIEH level three supervisory food safety		√	AF
	WSET Level 2 or above		√	AF, IV
	Accredited Barista course		√	AF, IV
	Cellar Management Certificate		√	AF, IV
	Personal License		√	AF, IV
Experience	At least 2 years' management experience of delivering a world class guest experience in a similar hospitality business	√		AF, IV
	Demonstrable experience of managing and leading a team in a quality hospitality environment	√		AF, IV
	Track record of successfully delivering performance targets including wage control and managing profit margins	√		AF, IV
	Proven experience of setting and achieving high standards and to display a continual improvement mind-set to maximise new marketing opportunities.	√		AF, IV
	Demonstrable experience of delivering high quality standards	√		AF, IV
	Experience of schedule and rota planning	√		AF, IV
	A thorough understanding of hotel departments	√		AF, IV

Section	Criteria	Essential	Desirable	Source
	Stock taking, monitoring and reporting experience	√		AF, IV
	Experience of monitoring and controlling costs across the different departments		√	AF, IV
	Experience of recruiting, developing and optimising a team	√		AF, IV
	Customer focused approach	√		AF, IV, Ref
Technical skills and abilities	Ability to use Microsoft Office applications to an intermediate level	√		IV
	Guest focused approach to all aspects of the hotel operation	√		IV
	Experience using PMS and table management systems		√	IV
	Proven planning and organisational skills and the ability to orchestrate multiple activities at	√		AF,IV,Ref
Interpersonal skills and other characteristics	Honest	√		IV, Ref
	Considerate	√		IV, Ref
	Responsible	√		IV, Ref
	Resourceful	√		IV, Ref
	Energetic	√		IV, Ref
	Warm, welcoming and charismatic	√		IV, Ref
	Self-motivated and able to lead	√		IV, Ref
	Comfortable being hands on in all areas of the daily operation	√		IV,Ref
	Ability and willingness to work flexible hours, including weekends, holidays and late nights	√		IV, Ref