

Job Title: Food & Beverage Senior Outlet Manager

Reporting to: Food & Beverage Senior Management

Reporting into: Food & Beverage Outlet Supervisors, Front of House Staff & Kitchen Team

What you'll be doing:

To manage the day-to-day operation of the outlet, ensuring it opens on time, is adequately staffed, and operates efficiently. The role will focus on delivering exceptional customer service and quality food products while ensuring staff work in a safe and efficient environment. Additionally, the role will ensure compliance with food safety, health & safety regulations, and licensing laws, maintaining a focus on profitability adhering to the Bluestone values of **Genuine Care, True Ownership and Grow as a Team.**

Key Responsibilities:

General:

- Actively demonstrate and promote Bluestone's company culture, core values and behaviours.
- Adhere to Bluestone's company policies and procedures.
- Follow all company Health & Safety and fire procedures.
- Report faulty equipment, potential hazards, or maintenance issues to the relevant manager in a timely manner.
- Notify your line manager of any absences in line with the Absence Management Procedure.
- Ensure compliance with recycling and environmental initiatives.
- Contribute to an inclusive and accessible environment for guests and employees.
- Contribute to the positive reputation of Bluestone by exhibiting professionalism and discretion
- Participate in tasks across departments as required, supporting the overall success of Bluestone's operations.

Specific:

Genuine Care

- Ensure the outlet is open on time, properly staffed, and operational in line with published hours, as well as ensuring it is properly closed down.
- Handle escalated guest and staff issues, maintaining professionalism in all interactions.
- Lead customer service standards by mentoring, training, and motivating staff to provide exceptional service.
- Ensure outlet staff are trained in compliance with food safety standards and are up to date on legal requirements.
- Conduct regular briefings and meetings with staff to ensure clear communication of expectations and operational goals.
- Ensure that the outlet is presented to a high standard, maintaining cleanliness and appearance for both staff and guests.
- Monitor the guest experience and satisfaction, taking proactive steps to resolve any issues and ensure customer loyalty.
- Manage outlet performance through appraisals and regular team feedback sessions to drive employee growth.
- Ensure disability awareness and inclusivity in customer service and team interactions.

True Ownership

- Create and manage outlet rotas 5 weeks in advance, ensuring they reflect business needs and special events.
- Monitor and manage outlet budgets by attending financial meetings, tracking labour costs, COS, wastage, SPS, and revenue targets.

- Ensure correct handling of payments and ensure tills are operated correctly, addressing any discrepancies promptly.
- Identify opportunities to optimise labour and resource utilisation, contributing to meeting and exceeding budgeted EBITDA goals.
- Oversee and ensure compliance with all relevant legal and food safety standards within the outlet, including food labelling, fridge/freezer temperatures, and food handling.
- Be proactive in maintaining the highest standards of hygiene, safety, and cleanliness.
- Take ownership of the outlet's operational challenges and work towards effective solutions, ensuring a smooth running of the service.
- Foster an environment of accountability, where team members take responsibility for their roles and actions.

Grow as a Team

- Lead and contribute to the company culture, aligning staff with Bluestone's values and vision.
- Demonstrate leadership by addressing people challenges, offering solutions in a timely manner, and maintaining high standards of staff performance.
- Develop personal and team development plans, ensuring progress is tracked and goals are met.
- Collaborate with senior management to implement engagement and retention strategies for staff, fostering productivity and growth.
- Assist the team in managing tasks across the department, contributing to overall success.
- Support team members with training, providing growth opportunities and motivating them to achieve their goals.
- Engage in continuous improvement practices, helping to embed effective departmental processes and workflows.
- Demonstrate flexibility and a willingness to adapt in a fast-paced, dynamic environment.
- Encourage open communication within the team to ensure all operational needs are met and goals are achieved.

Skills and experience you will bring us:

Essential:

- Proven experience in a managerial role with responsibilities for budgets and staff.
- Strong understanding and compliance with current Health & Safety regulations.
- Demonstrated track record of progression and achievements in the hospitality industry.
- Computer literate, with the ability to use Excel for budgeting and reporting.
- Strong background in menu costing, cost of sales (COS), and understanding of financial performance metrics like SPS and EBITDA.
- Formal catering qualification or equivalent experience.
- Own, reliable transport into and from resort.
- Available to work the Christmas and New Year period and weekends.

Desirable:

- Professional qualifications and memberships in relevant hospitality fields.
- Experience in conference and banqueting services.
- Advanced knowledge of menu planning and costing.

Personal Attributes/Competencies Required:

- Empathetic and guest-focused, ensuring all interactions reflect a commitment to service excellence.
- Maintains professionalism and composure under pressure, fostering a positive experience for guests and team members.
- Demonstrates accountability for personal and team performance.
- Proactive in identifying and solving problems, taking initiative to improve operations.
- Committed to fostering a supportive and collaborative team environment.
- Open to feedback and dedicated to self-improvement and the development of others.
- Positive, "can-do" mindset with strong motivational skills.
- A positive attitude and resilience in a fast-paced environment.
- Punctual, reliable, and flexible to adapt to the needs of the role.
- Strong organisational skills with the ability to prioritise tasks effectively to meet deadlines.
- Willingness to learn and take on board new skills.
- Willingness to take personal responsibility for own work areas.
- Thrives as a leader, fostering collaboration and motivating team members to perform at their best.
- Strong communication and interpersonal skills to engage with diverse stakeholders.
- Confident and calm in emergency situations, capable of swift and effective decision-making.