



SUDELEY CASTLE & GARDENS

JOB DESCRIPTION

Position: Food & Beverage Manager (Visitor Services)

Primary responsibility

This role is responsible for the daytime management of the Sudeley Castle Kitchen Restaurant, and the front of house catering operation for Weddings and other functions. Develop the Castle Kitchen brand offer, working closely with the Head Chef, and with other Sudeley staff. Optimising the financial performance of Sudeley F&B; and motivating staff to achieve excellence in customer service and visitor/client experience in all F&B delivery areas.

Main Duties:

- Responsible for the daytime running of the Sudeley Castle Kitchen restaurant, as well as any other kiosks; mobile units or F&B pop-ups.
- Responsible for the front of house delivery of all Weddings and functions, working closely with our Weddings and Functions Manager, and liaising with clients on all F&B related matters. This includes organising functions staff; ordering wine and other “non-kitchen” supplies etc.
- Management and motivation of all front of house (mostly seasonal) catering staff. Responsible for rotas (including kitchen team); performance management; training; and recruitment – working within agreed budgets.
- Ensure that the F&B team is customer focussed, and that a culture of exceptional customer service and engagement prevails.
- Assist the Head Chef in the planning of the F&B offer, ensuring the appropriate quality and quantity for Visitor/Client requirements, and that the offer is matched to the Sudeley Castle Kitchen brand.
- Responsible for ordering stock/product for FOH areas (e.g. beverages; ice cream & all “non-kitchen” items), and achieving agreed COS levels.
- Ensure the security of all cash received, and that daily cash and other financial processes are adhered to. Responsible for reporting and close monitoring of daily F&B sales, and other KPI’s.
- Develop a F&B marketing & sales strategy, working closely with the Sudeley marketing & PR team.
- Participate as a key member of the Visitor Services Management Team, and act as a Castle Duty Manager on a rota system.

Other:

- Ensure that the management of H&S is carried out as required in the areas of responsibility, by ensuring safe working practices are adhered to.
- Demonstrate an awareness and understanding of Equal Opportunities and Diversity, showing respect, consideration and sensitivity to people's needs in all contact with customers, colleagues, other agencies and stakeholders.
- Ensure that any information created, received, acted upon or passed on is accurate.
- Undertake any other duties, and assist other areas of the Sudeley Castle operation as directed.