

## **Food & Beverage Manager: April 2021**

Closing Date for applications 18<sup>th</sup> April 2021

Langdon Hills Golf & Country Club changed ownership back in September 2019, and its new owners Rischo Leisure Ltd, have a simple objective to turn the club into the premier golf destination in Essex and the South East of England. Back in June 2020 planning permission was approved for our £80 million project, which includes a new state of the art three storey clubhouse (with three bar/restaurants), short course & driving range facilities along with a redesign programme on our main course. The site will also boast a residential and care home facility as well as a retirement village.

A fantastic opportunity has arisen for a talented passionate & experienced Food & Beverage professional to lead the front of house team at the club. The ideal candidate will have a proven track record of delivering success in a busy F&B environment and will need to demonstrate exceptional leadership skills, have a commercial mind, be able to work under pressure and have the ability to develop and nurture team members.

The Food & Beverage Manager will oversee the day to day running of the department and be required to have a strong understanding of P&L to maximise the profitability of the food & beverage operation.

The ideal candidate for this role will have the ability to lead with passion that will inspire their team to succeed and will be able to “think outside the box” and have an entrepreneurial approach to driving the business forward and look forward to implementing change within the front of house team. From your previously gained operational experience you will be able to set new standards by leading from the front to achieve and introduce new processes.

### **Experience**

A minimum of 3 years related experience as a senior manager within the F&B department in a banqueting venue, 4/5 star hotel or a club environment.

### **The ideal candidate will have the following**

- Commercial awareness and understand how decisions impact the business financially.
- Personal License
- Strong management skills in order to lead and motivate an existing and established, hardworking team to develop ideas.
- Ability to coach team members in learning the same skills.
- Excellent communication, interpersonal and management skills.
- Excellent track record of maximising sales and surpassing targets.
- Ability to execute budgets on a daily, monthly and annual basis.
- Ability to understand and explain the P&L statement.
- Analysis and decision-making skills,

- Organisational skills, attention to detail and ability to deliver high standards.
- Ability to manage and build multiple relationships with key stakeholders.
- Ability to run with a pro-active and ambitious attitude.
- Ability to multi-task, work under pressure and prioritise needs.
- Proven time management and negotiation skills.
- Excellent IT skills.
- Great administrative skills.

## **Duties & Responsibilities**

- Managing the front of house team
  - Being responsible for the successful delivery of Beverage margin across the business.
  - Overseeing and being responsible for KPIs within the department, ensuring they are met efficiently and effectively.
  - Taking full responsibility for recruiting, leading, managing, training, coaching and developing the front of house F&B team.
  - Being accountable for the Front House F&B operation
  - Managing team payroll costs, and exceeding budget.
  - Liaising with Beverage suppliers to ensure competitive pricing is achieved across the board.
  - Overseeing and being ultimately responsible for the quality of all front of house staff at the club, with additional emphasis on consistency.
  - Supporting and working with all Head of Departments, in all aspects of running the business.
  - Providing a clear vision for its strategic direction, whilst taking personal responsibility for identifying additional sales and marketing opportunities.
  - Have sufficient experience in dealing with conferences, wedding, member functions, & varying other functions business
  - Responsible for the H&S within the clubhouse
  - Liaising with beverage suppliers to ensure competitive pricing is achieved across the board.
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- Ensuring customer service excellence is consistently delivered, and revenues and profitability are maximised.
  - Conducting regular operations team meetings with the entire Front of House Team on a weekly basis to discuss operational matters, sales targets, customer comments/feedback and any staff issues.
  - Identifying staff learning needs and assisting with development.
  - Working with the Marketing Manager to develop and drive revenue strategies, and to ensure all distribution channels are optimised, and being innovative in identifying market strategies to stay ahead of the competition, involving all marketing platforms including social media.
  - Keeping up to date with industry trends and competition, to ensure surpasses consumer demands.
  - Formulating and establish operating procedures and goals.

- Establishing and managing purchase order programs, contribution reports, and budgets for all functions of the F&B operation.
- Reviewing weekly and monthly financial reports of department.
- Proactive in suggesting and debating alternative methods and procedures in solving concerns and assuring that we exceed the expectations and satisfaction of our Members and guests.
- Any other duties designated by General Manager.

45 hours per week, 5 out of 7 days, to include early mornings, evenings and weekends.

£28,000-£35,000 basic (dependent on experience) plus bonus

If you have not been contacted 25th April, please assume your application has been unsuccessful this time.

If you believe you have the skills and ambition to join us, please apply with a covering letter and CV.