

**GOODWOOD**

**The Role**

The **Kennels Bar Manager** will be part of the Kennels Bar team and will report into the Kennels & Hound Lodge Operations Manager.

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

To manage the day-to-day operation of Kennels bar and the team along with Kennels events and bar related meeting and events. Bring energy, attention to detail and creativity, to promote vibrant atmosphere and seamless service.

**Key responsibilities**

* The Kennels bar turns over £1.2million annually, split food and beverage.
* Managing a team of up to 25 to include an Assistant Manager, 3 Supervisors, and bar staff both contracted and casuals, to include reviews, development and performance management.
* Managing the day to day operation and delivery of service in The Kennels bar including a strong presence on the floor.
* Responsibility for setup and delivery of Kennels bar-related meetings and events, ranging from 4 to 300 members to include golf days, BBQs, Weddings and the Members Calendar of Events.
* Pre-planning and logistics of major Goodwood events is paramount, to include Members Meeting, Festival of Speed, Qatar Goodwood Festival and Revival.
* Appropriate stock control in The Kennels bar
	+ Maintain low wastage levels through good stock management and rotation, and accurate training, recording and monitoring.
	+ Coordinate and control all aspects of stock deliveries and keep accurate and current records
	+ Regularly liaise with the stock taker to ensure the monthly accounts are accurate and the receipt and administration of all deliveries is up to date
	+ Manage the cellar and stock storage areas, ensuring they are secure, clean and tidy at all times
	+ Liaise with other Kennels managers to ensure tight stock control and budgeted margins are achieved.
* Assist and guide staff to deal with issues and complaints and ensuring members and guest experiences exceed expectations.
* To analyse daily/weekly/monthly beverage sales identifying opportunities for increasing profitability and maximising revenue
* To manage the till operation and cash up process in the bar
* To plan rotas that will ensure high service levels are maintained whilst controlling costs
* Create drinks/cocktail menus that are new, inspiring and in-keeping with The Kennels identity
* Use market research to develop and implement ideas to maximise revenue generation
* Conduct briefings and training to ensure that staff have strong product knowledge and are able to upsell and deliver service to the highest possible standards
* Monitor, review and feedback on the team performance and set and review objectives in line with the performance review process
* Be fully conversant with all E&H systems and procedures
* Organise and carry out recruitment and interviews as required to keep the team in line with budget and business expectation
* Have a full understanding of departmental budgets and targets
* Oversee Health & Safety for the department, including the signing off of all risk assessments, ensure compliance from an EHO perspective and allergen training
* Ensure the most efficient processes and procedures are in place in and are adhered to at all times
* To undertake any other duties that may be necessary to the needs of the business.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Knowledge of bar products including spirits, wines, beers, ales and cocktails
* Previous experience of working at a management level within a food and beverage environment
* An understanding of cellar management, stock control and rotation, and an understanding of managing wastage effectively