

**GOODWOOD**

**The Role**

The **Goodwood Bar & Grill and Meetings & Events Assistant Manager** will report directly to the **Goodwood Bar & Grill and Meetings & Events 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 Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To support the management of the Bar & Grill and Meetings & Events departments and to ensure that excellent customer experiences are delivered whilst maximising revenue opportunities.

**Key responsibilities**

* To oversee the day to day running of the Food and Beverage operation in Bar & Gril and the Meetings & Events operations
* To liaise with the wider Goodwood Hotel teams and their leaders to always drive the efficiency of the F&B operations without compromising standards
* To ensure the team have the correct and enough equipment to achieve their jobs.
* To help motivate the team, communicate well and ensure is organised and set out in short-term and long-term plans.
* To always follow set brand standards for the Bar and Grill and M&E areas, always putting the customer and member at the forefront of all activities.
* Being on the floor and acting as an example of excellence to all team members, driving operational brilliance at all times.
* To make sure all areas in the department have plans and objectives in place to make sure all guest expectations are exceeded.
* To create flexible rotas for all team members with the profitability of the department in mind and coordinate these rotas with the GBG and M&E Operations Manager
* To be totally customer focused by consistently delivering excellent customer service with an informed, friendly, and effective approach
* To take control and ownership for the efficient running of the F&B department within the overall policies and controls established by the company and General Manager/Food Service Manager/GBG and M&E Operations Manager, ensuring that The Goodwood standards are delivered and budgeted profitability achieved.
* To make sure Health and Safety regulations and team implications are met and constantly always monitored and that a high standard of cleanliness and practices are maintained, thereby ensuring all statutory legislation is met.
* To help the Food & Beverage Services Manager/GBG & M&E Operations Manager in delivering a consumer led product, thereby stimulating F&B sales throughout The Goodwood Hotel.

**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
* Good listening skills and ability to anticipate customer needs
* Copes well under pressure
* Confident to make decisions and to stand by them
* Excellent communicator
* A sense of fun!

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

* Own or reliable transport is an essential requirement;
* A genuine passion for and experience of working in the hospitality industry and providing great customer experiences