

**GOODWOOD**

**The Role**

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

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**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 providing the “**world’s leading luxury experience.**”

**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 oversee the day to day operation of Kennels Restaurant, along with the delivery of Kennels events and external meetings. You will maximise efficiency across The Kennels front of house team and ensure all guests are given a unique and memorable experience.

**Key responsibilities**

* Managing the day to day operation and delivery of service in The Kennels restaurant including Kennels events and external meetings and events
* Maintain a strong presence on the floor in The Kennels restaurant directly overseeing the delivery of service.
* Support, lead, motivate and coach the restaurant front of house team.
* Ensure appropriate stock control across The Kennels
	+ Maintain low wastage levels through good stock management and rotation, and accurate training, recording and monitoring.
	+ Ensure receipt and administration of all deliveries is up to date
	+ 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 sales identifying opportunities for increasing profitability and maximising revenue
* To manage the till operation and cash up process within the restaurant and relevant events.
* To plan rotas that will ensure high service levels are maintained whilst controlling costs and maximising staff efficiency across the bar and restaurant team
* Use market research to develop and implement ideas to maximise revenue generation across both food and beverage
* 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
* Ensure cross a training programme is in place between bar and restaurant to maximise payroll efficiency
* Organise the monthly stocktake and feedback meeting
* Take part in the F&B forecast, budget meeting and the creation of the monthly report
* Ensure Kennels events are carefully planned for and delivered with success, efficiency and profitability is maximised.
* 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
* Ensure the team delivers exceptional M&E service
* Be completely aware and conversant with upcoming events and BEOs
* Have a full understanding of departmental budgets and targets
* Ensure the most efficient processes and procedures are in place in and are adhered to at all times
* Monitor, review and feedback on the team performance and set and review objectives in line with the performance review process
* 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?**

* Experience of food & beverage management
* Knowledge of food and beverage products including wine and spirits
* Passionate about inspiring a team to deliver perfection
* The ability to spot new revenue opportunities
* Strong commercial acumen to spot opportunities to control costs and maximise efficiency

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 3 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |