



Job Title: Hospitality Manager

Job Level:

Responsible To: Food & Beverage Operation Support Manager

Direct Reports: Hospitality Supervisor

Place of Work: Sheffield City Hall/Sheffield Arena

Purpose of Job: The Hospitality Manager will efficiently and effectively run the venues Hospitality department as a customer-focused proactive operation which maximises all income opportunities; supervising in line with set procedures.

Job Summary: With experience of working in a customer facing role, you will work a variety of events. Your team will need leadership and training to ensure all food hospitality requirements are met, clients receive efficient service and customer service is second to none. Excellent time keeping, working to deadlines with high standards of personal presentation are all essential.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

2 Customer

- Support all customer facing personnel to maintain the uniform that has been provided to an appropriate standard that will represent the venue in a positive and professional manner
- Work with management and all personnel to achieve the goal of exceeding the customer's expectations.
- Ensure full product knowledge, offers, selling price and dispense arrangements.
- Serve customer with accuracy and report all anomalies.

3 People

- Supporting the team with individual goals and responsibilities.
- Ensure that all Hospitality staff receives a thorough induction and complete all relevant paperwork. Monitor and develop a comprehensive staff training plan to ensure continuous service and business improvement.
- Recruitment, training, and performance development and monitoring (including setting and monitoring of personal targets) of all direct reports, to ensure their full contribution to the achievement of the business and service targets.

4 Financial

- Till work with accurate cash handling, working within recognised Company procedures.
- In conjunction with the F&B Logistics Manager ensure adequate stock controls are in place and implement effective stock management, minimising wastage and loss.
- Ensure financial and administrative procedures are adhered to, and all relevant data is delivered in an accurate and timely manner.

5 Business Development

- Ensure full product knowledge and dispense arrangements to maximise sales opportunities.
- Support the Business Development Manager to develop a Hospitality Business Development Plan for the venue.
- Knowledge of all the services offered by Sheffield City Trust.
- Assist in communication of business objectives by attending management meetings as required.

6 Operations

- Manage and develop Hospitality staff by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
- Work closely with the Business Development Manager and Account Executives within the Business Development Team to develop packages, products and services to drive income and the division objectives to provide a seamless and exceptional customer experience from procurement to delivery.
- Ensure all Hospitality departments under line of responsibility deliver excellent service standards on a consistent basis.
- Maximise upselling and spend per head, whilst ensuring hospitality revenue opportunities are relevant to the audience and customer demographic.
- Uphold the conditions of the Licenses.
- Working with Head chef, regarding menu planning, allergens and customer feedback.
- Support the standards of hygiene and cleaning duties and ensure the highest standards are consistently met.
- Maximise all catering areas sales by ensuring the display counters are to the required standard.
- Ensure all cleaning work and all rubbish is removed in line with the venues recycling procedures.
- Other related duties as may from time to time be reasonably required by the Venue Manager

7 Key Performance Indicators

- Accurate cash handling and reporting of anomalies.
- Accurate reporting.
- Excellent customer service.
- Service of food and beverage to the event schedule.
- Team development.

8 Health and Safety

- Always adhere to the Company's health and safety policy and procedures.
- Report any defects in machinery to the duty manager.
- To ensure that all employees adhere to all statutory and regulatory requirements (including licensing, HACCP & COSHH) whilst maintaining all hospitality equipment to the highest standard, along with the cleanliness of the catering areas to ensure the underpinning of the venue's operation, to ensure that Sheffield City Trust is fully protected at all times.
- Ensure operations adhere to relevant legislation, regulatory and legal obligations and licensing conditions including but not limited to Health and Safety Regulations, Food Safety Management Systems, Public Entertainment Licence and Disability Discrimination Act
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.