

## **JOB DESCRIPTION**

Job Title:	Floor Manager
Location:	ACC Liverpool
Responsible To:	General Manager
Responsible For:	Supervisors / Senior Team Members / Team Members
Internal liaison:	All departments
External Liaison	Corporate Clients, Suppliers and Prime Client

### **Scope and General Purpose-**

Support and lead the delivery and co-ordination of all sections within the ACC Liverpool. Ensuring high levels of service are delivered in these areas lead the team so that they are motivated and engaged whilst providing guests with the best possible experience by facilitating communication and teamwork.

### **Key attributes – Essential**

- Excellent communication skills
- Passion for food and beverage
- Passion for working with people
- Have excellence attention to detail
- Exceptional time keeping skills
- The ability to motivate and engaged employees to deliver first class service.
- A passion to develop employees by guiding and delivering feedback.

### **Operational Excellence**

- Overseeing & coordinating the friendly, professional, and efficient customer service across all areas of the ACC alongside the Event and General Manager
- Lead, engage, motivate and train to create a high level of performance within ACC Liverpool
- Assist the Event and General Manager in ensuring that all requirements for each event are met to ensure the smooth running of all events.
- Ensure that all areas are set and prepared to meet with relevant requirements.
- Oversee and support all operations on a daily basis.
- Ensure adherence to company uniform standards across all areas
- Ensure that all areas open are effectively closed down and stock/cash variances controlled for business.
- Ensure that every opportunity is taken to 'up sell' to our customers
- Ensure that casual employees are thoroughly briefed of expectations.
- Manage stock levels and ensure an effective stock rotation procedure



This job description is non-contractual and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at time of writing.