

JOB DESCRIPTION

Job Title: Retail Catering Manager – Maternity cover

Location: ACC Liverpool

Responsible To: Head of Operations, General Manager Catering

Responsible For: Event Managers, Supervisory team, Casual team

Scope and General Purpose-

To ensure that all Retail events, are provided with the optimum level of equipment, services, product and staff, to ensure that the best possible standard of service is offered whilst effectively controlling costs.

Key Tasks

Operational Excellence

- To implement consistent standards of operation in line with client, company needs and expectations
- Work with the General Manager to ensure pricing is set accurately to achieve the COS%
- 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
- Attend weekly operation meetings
- Ensure that points open are effectively closed down to ACC standards
- Work with colleagues to ensure maximum efficiency and productivity of staff.
- To communicate with the client of each event and co-ordinate their requests in order that their requirements are met.
- To maintain and develop client communications.
- Strive in the achievement of exceeding customer expectations
- Ensure that every customer is given a polite, friendly and personal service
- Ensure that every opportunity is taken to 'up sell' to our customers
- Control all stock levels and ensure wastage and out of date stock are kept to a minimum
- Control all cellar cleaning schedules
- Administer stock stakes as per company policy
- Ensure all mobile equipment is maintained, cleaned and stored correctly to ensure limited damage to equipment
- Demonstrate an upfront approach, ensuring optimum time is spent in customer service areas
- To effectively maintain, manage and develop a core team and provide them with the information and tools with which to achieve their roles
- Lead your team by communicating and motivating individuals effectively towards achievement of objectives
- To ensure that the training of employees at all levels is implemented where appropriate, and recorded where necessary.
- Ensure that casual employees are thoroughly briefed and capable of expectations.
- Build a quality team of staff



- Develop new concepts within food and service to ensure Centerplate UK remains at the front for innovation
- Consistently review food and service standards to ensure we remain competitive
- To ensure all company financial and administrative systems are maintained and implemented in the unit.
- Optimize the profitability and the efficiency of the operation
- To implement controls to ensure that savings are made where possible.
- Issue detailed rosters, staffing effectively whilst controlling costs in-line with budgeted payroll

Knowledge, Skills and Attributes:

- Natural creative and innovative flair with a genuine love of food and an eye for detail.
- Broad ingredient knowledge, as well as knowledge of local food trends and history.
- Excellent man management skills, with a desire to share knowledge and best practises.
- Must have both collaborative and directive management skills.
- Must have outstanding communication and presentation skills, including the ability to listen.
- Knowledge of Excel, Word and Microsoft Outlook.
- Ability to multi-task.
- Professional, motivated, driven, flexible and enthusiastic.
- Works consistently to high standards.
- Ability to work on own initiative and under pressure.
- Ability to innovate solutions and prioritise workload.
- Strives to continuously learn & develop self and team.
- Completes and finishes projects and tasks on time and to brief.
- Able to build and maintain a close working relationship with suppliers and the procurement department.
- Ability to demonstrate a passionate food culture to clients and peers.

Occasional Duties

- Provide guidance via job chats and annual appraisals for all direct report/guaranteed Hours and Non-Guaranteed Hours staff.
- To assist at Company's Major Events when able to do so.
- Attend training courses designed for personal development
- Control department in the absence of General Manager to include financial reporting

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.