

Job Description:
Catering Service Manager

(Modern Recipe)

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| Function: | Catering |
| Position:  | Catering Service Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager Executive Chef(N+1 Job title and name): | Stephen Haines |
| Additional reporting line to:  | Kyle Munt – Executive Chef |
| Position location:  | Diageo 7HQ  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Diageo is a leading alcohol drinks company with a strong focus on celebrating life every day, everywhere.To deliver and administrate the catering function that is part of the delivery of ‘One Sodexo’ IFM services at 7HQ. Deliver a proactive service model to support the development of Modern Recipe and supporting the management framework in delivering 100% compliance in Sodexo, Diageo and regulatory matters.* To deliver the service operation of Modern Recipe maintaining standards and company policies and procedures.
* To be a proactive customer focused individual with an exceptional eye for detail and the ability to communicate and build relationships at all levels.
* To be a forward thinker with a methodical approach, exceptional planning, and excellent organisational and communication skills.
* Working with our customers, promoting and enhancing the catering experience, delivering excellent food with engaging service within a safe and compliant working environment.
* To assist in the delivery of first class hospitality experience through attentive service
* To liaise with external stakeholders and suppliers to ensure all tasks are carried out in accordance with site and customer requirements.
* Drive profitability for both Sodexo and client through excellence in execution.
* Deliver effective administration and co-ordination of the catering department.
* Responsible for all on-site training and monitoring of food personnel deliverable.
* Managing direct reports time and production outputs to maximum efficiency.
* Responsible for all opening and closing procedures with in designated areas.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue  |  | EBIT growth: |  | Growth type: |  | Outsourcing rate: |  | Region Workforce |  |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: |  | HR in Region  |  |
| Cash conversion: |  |
| Characteristics  | *
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To be full conversant with Modern Recipe presentation & delivery of all menu items & standards To be visible and build relationships with all levels of user – to be the recognized host of Modern Recipe at 7HQ.
* To be customer facing and customer service focused, supporting and developing the team to deliver an engaging and personal service.
* To ensure overall cleanliness of the service area, setting and communicating these to all employees that all customers enjoy well-presented professional and hygienic environment.
* Responsible for the motivation, training & development of all team members, providing annual departmental training plan, and facilitating regular performance reviews and job chats with all members of the team resulting in the setting of personal goals.
* Ensure clear and accurate communication within the team to promote a clear understanding of objectives, performance, initiatives and general issues.
* Responsible for control of costs and expenses to assist in the profit target achievement.
* To utilise manpower to the optimum level of efficiency preparing duty rosters in accordance with food revenue forecasts, business trends & seasonal troughs.
* To introduce new menu concepts & ideas to meet the ever changing market needs & trends.
* To attend daily briefing meetings, weekly department head meetings, monthly health & safety meetings & Quarterly staff meetings.
* Responsible for the full compliance of statutory & company regulations as regards to food safety & hygiene.
* To ensure all staff within the department observes all fire & health & safety regulations, attending any training sessions necessary to keep them updated on new legislation, and compliance with all currant legal requirements. To be aware of their responsibilities under procedure of the company health & safety environment procedures.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Drive Customer service and service excellence. Achievement of sales and GP.
* Presentation of all aspects of the food offer.
* Motivation and inspire catering employees to perform their roles to a high standard, with commitment and passion.
* Actively enforce relevant statutory, company and site OH & S compliance together with the monitoring of related equipment during all site visits.
* Drive compliance with supply chain requirements.
* H & F Safety – Achievement score of 100% + on safe guard audit.
* 100% company purchasing and trading compliance.
* Overseeing aspects of the food ordering.
* Overseeing the cleanliness of the service area.
* Overseeing due-diligence procedures.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** A highly customer focused individual with a ‘can do’ attitude
* Excellent organisation and communication skills
* Ability to work within tight deadlines
* PC literate with experience in Microsoft office applications including outlook/word/excel
* The role holder will have a confident manner and be competent to support customers
* The role holder will be smart, presentable and have impeccable personal hygiene
* Ability to multi task, work with others and be a good listener
* Ability to prioritise and excellent interpersonal skills
* Show attention to detail
* Ability to work on own initiative and be reliable and trustworthy
* Flexibility that is focused to delivering exceptional customer service
* A hands on approach
* A high level of customer services / host experience in prestigious environments
* Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements
* Experience with focusing on individual customer requirements and care whilst meeting required service levels
* Ability to handle feedback in a calm, structured and professional manner

**Desirable*** Knowledge and experience of Eprofit and Maximo
* Hospitality, restaurant & fine dining experience.
* IT skills illiterate.
* Strong communication skills
* Experience working in standards/compliance environment.
* Graduate calibre.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * **Growth, Client & Customer Satisfaction / Quality of Services provided**
 | * **Leadership & People Management**
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| * **Rigorous management of results**
 | * **Innovation and Change**
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| * **Brand Notoriety**
 | * Business Consulting
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| * **Commercial Awareness**
 | * HR Service Delivery
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| * **Employee Engagement**
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| * **Learning & Development**
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 5 July 2018 |
| Document Owner | Stephen Haines |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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