

Job Description: Duty Manager – Hospitality & Bar



Function:	Universities
Position:	Evening Duty Manager – Catering, Hospitality & Bar
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hospitality Manager
Additional reporting line to:	
Position location:	City - London

1. Purpose of the Job – State concisely the aim of the job.

- Act as point of contact to manage the evening services within the City University for City Bar and evening events
- To support the Retail functions as Duty Manager as and when required
- Act as the assistant representative of Sodexo within the defined operating area and to ensure the delivery of both qualitative and quantitative results
- Foster long term profitable relationships with Clients to maintain existing business and identify new business opportunities by delivering operational excellence at all times
- Provide direction and expertise to the operating area by promoting Sodexo strategies and policies and ensuring best business practices are maintained in order to uphold the Company mission and values
- Motivate and lead a high performing team to achieve their objectives and the 'Go for Growth' strategy
- Ensure catering operation is to the service standards agreed in the contract with your client.
- Assist with management reporting
- All customers use the facilities have their expectations met and exceeded; aiming to achieve high standard of service and motivate & lead the departments to achieve the same; to work as part of the wider team to promote a positive image of Sodexo at all times.
- Identify areas for improvement and potential for new business

Finance (Assist the Business Manager to)

- Protect the company's profit by delivering your Sodexo budget each month.
- Generate the billing and maintain high quality records.
- Ensure cash, stock, debt and assets are properly controlled
- Payroll management – maintained targeted labour to sales
- Stock control and ordering
- Adherence to cash handling policy and compliance.

Business Improvement

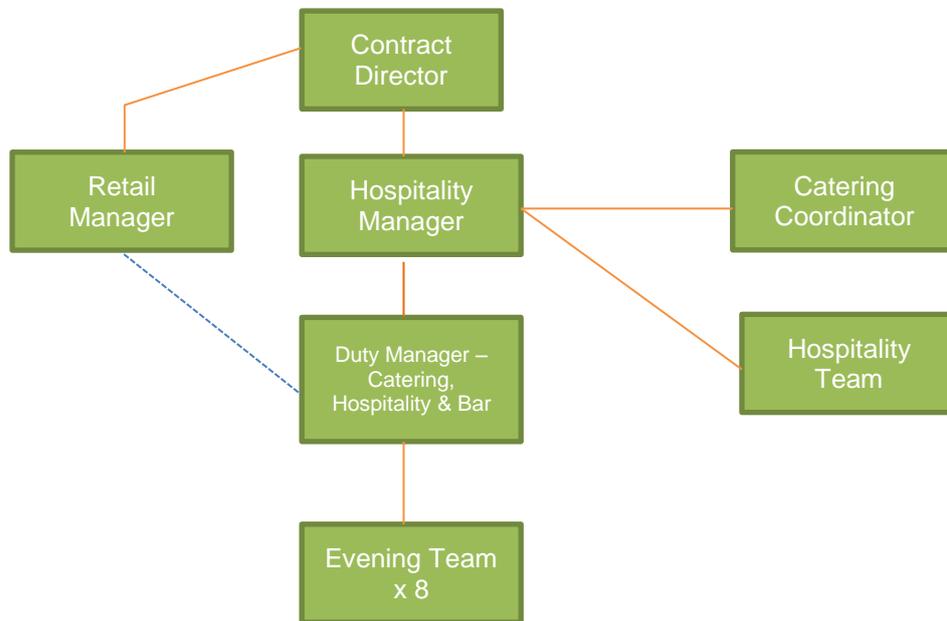
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
- Work across units of the campus as dictated by business needs and trends
- Be at forefront with ideas & Suggestions to innovate

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪

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.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Acting as main liaison for ALL evening catering activities for bar and evening events
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Manage a team to increase the Client and Sodexo's revenue opportunities i.e., cash sales, labour efficiencies and generate the GOP expected across the portfolio of business
- Nurture client & stakeholder relationships in order to stabilise & develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to manage performance through appraisals, training and performance management
- Identify opportunities for organic growth and new business.
- Management of Health, Safety and Environmental Legislation relating to the bar ensuring the statutory requirements are met and all records maintained in line with Sodexo policies and procedures.
- Responsible for driving Continuous Improvement
- Ensure City bar licencing conditions are adhered at ALL times

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure daily co- ordination between catering coordinator and SEM to maintain & organise bar bookings and event marketing
- Provide training and support to designated Sodexo personnel across the City portfolio to enable the best customer service and experience possible
- Ensure incidents reports are filled in promptly and submitted in timely manner
- Maintain and assist in developing SOP manuals for both delivered and serviced Hospitality events
- Support the BM and the account team in varied operational activities.
- Check and Review the work of Bar team and Hospitality Staff
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units

- Carry out other reasonable tasks as directed by Management
- Suggest new products and initiatives
- Service Delivery – City bar food service, hospitality service as per agreed standards and client specifications
- Assist in Selecting, recruiting and inducting the right team.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing appraisals.
- Communicate regularly – pre service briefings / face to face team meetings, weekly catering huddles etc
- To manage the bar team to ensure that bar areas are prepared and ready for the appropriate service and to ensure that all service standards and company initiatives are met.

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.

- Support the contract to deliver P & L financial contracted requirements
- Ensure cash management and cash handling procedures as per Sodexo policy
- Compliance with relevant health & Safety regulations & embrace H & S culture.
- Comply with all Sodexo Company policies and procedures and client site rules and regulations
- All internal compliance standards delivered as per company specification

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Immaculate Personal Standards
- Good Organisational and Delegation Skills
- A real people person with ability to lead, develop and motivate a team
- Strong relationship management skills
- Proactive Team Player
- Strong IT skills
- Exceptional Communicational Skills including written and spoken English
- Passionate about food and delivery of great customer service
- Good financial awareness
- Previous event management & Bar experience required
- Cocktail Knowledge (Desirable)
- Personal Licence Holder (desirable)

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none">■ Growth, Client & Customer Satisfaction / Quality of Services provided	<ul style="list-style-type: none">■ Leadership & People Management
<ul style="list-style-type: none">■ Rigorous management of results	<ul style="list-style-type: none">■ Innovation and Change
<ul style="list-style-type: none">■ Brand Notoriety	
<ul style="list-style-type: none">■ Commercial Awareness	
<ul style="list-style-type: none">■ Employee Engagement	
<ul style="list-style-type: none">■ Learning & Development	