



### **Chepstow and Ffos Las Racecourse**

<b>Position:</b>	Retail and Events Manager
<b>Reporting to:</b>	Catering Operations Manager
<b>Responsible for:</b>	All bars and catering related outlets on site, including staffing and delivery of events
<b>Contract type:</b>	Permanent – Full Time
<b>Hours of work:</b>	40 Hours – 5 out of 7 days

#### **About the role**

This role has responsibility for Catering, mobilisation of race days and events. We require you to deliver sustainable growth through enhanced revenue generation, improved service delivery, delivering cost savings and through maximising commercial opportunities across the Group.

#### **Key responsibilities for the role will include**

- Deliver our product to the highest possible standard, while always taking a professional approach.
  - Ensure site is always raceday/EVH presentable – need to be self-motivated, conscientious, have high standards, be a good communicator and willing to work unsociable hours.
  - A thorough knowledge of HACCP (Bars and Restaurant).
  - Ensure that management and audit reports are analysed and that appropriate action is taken to improve performance.
  - Plan all rotas to cover event build up, operation and breakdown with appropriate personnel.
- Ensuring that all costs are within financial targets and budgets.
- Liaise with the Business Co-ordinator to plan, monitor and develop the catering information for racing & non-racing information.
  - Lead all volume operations and take personal accountability for the support of key account client requirements in both the planning and execution of events.
  - Assist in the implementation of a coherent strategy for all areas of the catering & event business. This is to include the maximisation of the revenue and profitability through growth potential of all the commercial operations consistent with the broader objectives of the Group
  - To establish our retail brand, presence and offer that is capable of supporting and incorporating all of the venues.
  - Work closely within the catering team to deliver the sites food and beverage strategy document in order to maintain planned cost of goods.
  - Ensure all purchasing limits are adhered to across all departments.
  - To maximise our Beverage sales through purchasing, retail pricing and managing controls
  - To create a working relationship between all Catering teams to support the key fixture / events throughout the group
  - Drive the working relationship and communication between Catering teams and sales teams.
  - Minimise staff turnover through positive and inclusive management of the casual retail support team, encouraging input, managing fairly, celebrating success and encouraging development.
  - Maintain a high degree of understanding of the company's financial and commercial operations.
  - To constantly seek new opportunities for profitable use of facilities towards increased customer satisfaction and growth.



- To communicate effectively with the marketing team in ensuring promotional literature reflects the product.
- Source all CCG and light equipment inventory maintaining PAR levels at each site to successfully operate.
- Monitor and maintain operational standards through daily site inspections and check lists across the multi sites.
- Co-ordinate and deliver all administrative tasks as required for race day and non-race day events.

#### **Key Performance Indicators:**

- Controlling stock management through accurate ordering, stock rotation and good planning through consistent communication with sales teams, Catering Operations Manager and the wider management team at site level
- Managing Site Spend limits
- Driving Food and Beverage Spend per head across Racing and Non-racing.
- Controlling set Food and Beverage Margins with a particular focus on Beverage margins
- Having great communication / planning with Sales, On-site Teams and Marketing as well as maintaining key stakeholder relationships with key contacts
- Maintain service levels to the highest standard.
- Owners and Trainers Experience.

#### **Other**

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.



Signed by Employee..... Date.....

Signed by Line Manager..... Date.....