

<b>Position:</b>	Catering Manager (Worcester Racecourse)
<b>Reporting to:</b>	General Manager
<b>Contract type:</b>	Full Time
<b>Hours of work:</b>	40 hours per week 5 out of 7 days

### **About the role**

This role is responsible for leading the delivery of food and beverage services across the racecourse, ensuring operational excellence and outstanding customer service. As an integral member of the team, you will be fully supported while playing a key role in managing day-to-day catering operations, maintaining health and safety standards, and driving commercial success.

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

- Liaise with the on-site Business Coordinators and delivery team to ensure effective communication with regards to event set up and delivery.
- Promote a safety-first culture within our venues and take personal responsibility for food hygiene and HACCP procedures.
- Personally manage the setup, delivery and close down of functions and events.
- Drive consistency of team members and through retention, training and engagement.
- Work with the staffing team to ensure suitable distribution of labour skills.
- Ensure all company promotions are correctly implemented.
- Action plans are developed and delivered following consumers satisfaction surveys.
- Ensure all hospitality and retail bars are adequately stocked at all times.
- Ensure all customer requirements are delivered in line with the expectation.
- To ensure the team are polite, professional and friendly at all times with customers, clients and colleagues.
- To ensure the highest level of customer care is delivered.
- To maximise all sales opportunities through selling techniques, promotional activity, product knowledge, employee training and development, ranging.
- Analyse and effectively manage all unit costs.
- Monitor and manage GP.
- Ensure cost and sales records are accurately inputted and maintained.
- All wastage is recorded and minimised.



- Regular stocktakes to be completed accurately and in line with deadlines and to be entered on the stock management system. This includes Beverage, Food, Disposables & Chemicals.
- Ensure all customer requirements are communicated to all departments in advance to ensure effective planning.
- Complete labour schedule within the labour budget.
- Effectively minimise any unnecessary spend.
- Adjust labour schedule in line with sales.
- Ensure budgets are understood and achieved.

#### **Essential Skills & Experience:**

- Has management or supervisory experience in hospitality and retail catering.
- Is knowledgeable in licensing, food hygiene and health & safety theory and implementation.
- Is a Personal Licence Holder (desirable).
- Is Customer focused at all times.
- Has good planning and organisational skills.
- The ability to maximise sales opportunities and recommend improvements.
- The ability to drive operational standards, championing attention to detail and exceed customer expectations.
- Is proficient in IT Positive and approachable manner.
- Has team player qualities and good oral communication.
- Has high level of attention to detail.
- Is knowledgeable in Microsoft suite and stock management and EPOS systems.

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

- Responsibility for planning and delivery.
- Demonstrate an in-depth knowledge and appreciation of hospitality and retail standards.
- Recruitment and training of the casual team.
- Accountable for ensuring ongoing team communications.
- Operate and develop, consistently high standards within each area.
- Passionate about providing outstanding service.
- Ensure that the team has thorough and up to date product and service knowledge.
- Regularly receives positive customer comments and client feedback about the service standards within the unit.
- Budgeted costs and controls are achieved.
- Additional opportunities are identified, implemented and maximised.



### **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 / internal and external audits
- 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
- 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.

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

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