



Ffos Las Racecourse

Position:	Catering Manager
Reporting to:	General Manager / Catering Operations Manager
Contract type:	Temporary – Maternity Cover
Hours of work:	24 hours – 3 out of 7 days

About the role:

The Catering Manager will be responsible for effective and efficient management of the operating staff towards direct customer satisfaction and consequent financial success. Responsibilities include all front and back of house, conference and banqueting, food and beverage services and associated staff across Ffos Las Racecourse.

Working in conjunction with the General Manager to maintain consistent operational standards, leading the event management team in the planning and efficient delivery of all race day and non-race day events provision at Ffos Las Racecourse.

Develop operational service and food standards across the site demonstrating innovation, flair and creativity in keeping abreast of industry and competitor standards and showcasing best practice at Ffos Las Racecourse.

Responsible for effective and efficient management of the operating staff towards direct customer satisfaction and consequent financial success.

Leading from the front with a hand on – can do approach to developing the site offer and personnel. An initiator and custodian of brand standards with a keen eye for detail and process application.

Working within agreed commercial parameters with primary responsibility for the improvement of labour efficiency through training and team development.

To ensure liaison with all relevant departments is delivered to correct deadlines to ensure high quality of service and customer satisfaction.

Key responsibilities for the role will include:

- Responsible for on Safety and Food Safety practices.
- Assist in completing monthly department stocktakes for food and beverage.
- Create working rotas for the site for set-ups and delivery schedules.
- Ensure that all safety policies are in place and being followed and that all staff are wearing the correct PPE.
- Work with head chef to ensure consistent recipe compliance.
- Maintains sufficient staffing with respect to the needs to control labour costs.



- Evaluates, responds, and makes recommendations based upon customer needs to maximize customer satisfaction.
- Supervises culinary staff to ensure quality services are provided in a challenging and rewarding work environment.
- Obtaining feedback on food and service quality, and handling customer problems and complaints.
- Implementing hygiene cleaning policies and examining equipment for cleanliness.
- Coordinating tasks from a culinary perspective from food preparation to food service on an operational day.
- To be in the kitchen and front of house operations as required.
- Reviewing staffing levels to meet service, operational and financial objectives.
- Hiring and training kitchen staff, such as cooks, and kitchen porters.
- Performing administrative tasks, taking stock of food and equipment supplies, and doing purchase orders.
- Ensuring promptness, freshness, and quality of all food
- Rotate stock in culinary and retail as required, with date labels all products as needed.
- Review all products on site and storage.
- Management and accountability for compliance around allergens. Ensure all allergen information is correct via indicator and the QR code builder.
- Liaise with all stakeholders on course and off course in a timely manner.
- Ensure that all safety policies are in place and being followed and that all staff is wearing the correct PPE.
- Basic food hygiene certificate.
- Responsible for staff training on Safety and Food Safety practices.
- Responsible for food audit and the preparation for these yearly/monthly.
- To make sure all paperwork is filled out in a timely manner and stored for reference.

About You:

- Proven leadership skills and ability to motivate and manage all levels of staff.
- Proficient in IT in Word and Excel.
- Strong experience in food production, food handling, and visual presentation of the food.
- Ability to function well in a team-oriented environment.
- Ability to meet deadlines and work under pressure.
- Advanced knowledge of food profession principles and practices.
- A knowledge of human resources management.
- 2+ years culinary education.
- 2+ years' experience in similar chef/manager position.
- Good communication skills

Key Performance Indicators:

1. *Maintaining costs within budgeted parameters*
2. *Customer feedback on effective event delivery*
3. *Effective undertaking of key duties*



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.