



## Job Description

### Creating smiles through Food, Farming and Family

**PASSIONATE**



**PEOPLE FOCUSED**



**AMBITIOUS**



**HONEST**



**Job Title:** Front of House Kitchen Manager  
**Hours:** 40 hours, including weekends  
**Reports to:** Owner  
**Date:** September 2024

#### Role purpose:

- Overseeing the day to day running of the Restaurant ('The Goat Shed Kitchen') and making sure customers receive the best possible experience.
- To help grow the business and develop the Restaurant offering, while maintaining what makes The Goat Shed unique and special.
- Delivering The Goat Shed Way for the team and customers.

#### You will be responsible for:

- Management of all day-to-day operations in the restaurant & future meeting space
- Touring the restaurant floor regularly, manage own time effectively around critical business process and peak trading periods.
- Responsible for the business performance of the Restaurant
- Fulfil Duty Manager shifts and roles on a 'need' basis
- Analyse management information and make required changes to meet targets.
- Responsible for drink stock, waste, cost and ensure any loss is kept to a minimum.
- Keep current with trends and product lines.
- Manage stock levels, order supplies, arrange cash, petty cash controls and processes
- Working with Business Support to ensure the EPOS system is always accurate and up to date
- Co-ordinate the operation of the Restaurant during scheduled shifts,
- Meet & greet customers.
- Interact with the owners/management and any outsourced vendor to provide information and resolve inquiries.
- Working with the other Heads of Department on product development and sales
- Respond to customer inquiries and feedback, in a timely, friendly and efficient manner to support continuing efforts to deliver outstanding customer service and financial profitability.
- To fully understand the needs of the customer and strive to exceed those expectations by creating a service first culture, proactively suggesting ways in which to improve.
- Recognising changing needs of our customers, managing and resolving problems, ensuring product availability throughout the day.
- Participate in special projects, team training and development.
- Develops and maintains constructive and cooperative working relationships with others.

# GOATSHED



- Collaborates with owners to establish specific goals and plans to prioritise, organise and accomplish projects/ department goals.
- Works with the Team Leader to run team meetings pertinent to work assignments making sure all actions are followed up.
- Ensure best practice across restaurant including compliance with all systems and procedures.
- Ensure departments have the correct number of well qualified team members, meeting both current and future needs.
- Responsible for leading and developing all team members, review training and succession planning.
- Communicate effectively with team members and customers
- Help manage key events
- Ensure a safe, secure and stimulating environment is provided for team members and customers.
- To be fully compliant of all legal, health & safety standards and make sure all are adhered to within the Restaurant.

**What you will need to know, knowledge, Skills, Qualifications and Experience:**

**Essential / Desirable**

- |                                                                                                                |   |
|----------------------------------------------------------------------------------------------------------------|---|
| • Experience of a fast paced hospitality environment.                                                          | E |
| • Food Safety Level 3                                                                                          | D |
| • Customer Service qualifications are desirable however considerable experience in this area is more important | D |

**What we need from you:**

**Essential / Desirable**

- |                                                                             |   |
|-----------------------------------------------------------------------------|---|
| • Ability to work as part of a wider team                                   | E |
| • Personable, friendly and welcoming                                        | E |
| • Highly organised                                                          | E |
| • High levels of accuracy and attention to detail                           | E |
| • Self-motivated and adaptable                                              | E |
| • Problem solver, able to think on your feet                                | E |
| • Flexible, adaptable, can-do attitude                                      | E |
| • Interested in learning new skills and continuous improvement              | E |
| • Trustworthy                                                               | E |
| • Strong communicator                                                       | E |
| • Results focused and strong desire to meet customer and owner expectations | E |
| • Work within The Goat Shed's Values, Procedures & Policies                 | E |

**Other**

The above are the principle tasks and responsibilities of the post at the present time. However, this is not an exhaustive list and other duties may be required now or at a future date in order to comply with the operational demands of the business. In addition, it is expected that the job holder will undertake any reasonable additional tasks within the scope of the post as requested by their Manager.



## Job Description Agreement

Team Member name:

Team Member signature:

Date:

Manager signature:

Date:

**GOATSHED**