

## Food Service Manager Macknade Faversham

Macknade creates spaces and experiences that bring communities together around a shared love of food & drink. Encompassing retail, hospitality, events, food service and farming, the Macknade brand has been synonymous with quality and community since 1847.

With strong roots in the garden of England and the island of Ischia in Italy, we are on a mission to bring producers, suppliers and consumers closer together in true community spirit.

As we look to the future, and our rapidly growing food and beverage offer, we are recruiting for a Food Service Manager to take responsibility for managing our indoor and outdoor food service operations. The postholder will deliver this with the support of our wider senior management team, always ensuring our customer service is of the highest standard and ensuring everything we do is aligned with our brand standards.

### **Duties and Responsibilities:**

1. To take full responsibility for all food and beverage operations at our Faversham site.
2. Develop and improve our customer experience, ensuring that the food and beverage team provide our customers with the most attentive service.
3. To achieve the budget expectations of the food and beverage operation.
4. To identify and implement working practices that increase revenue, reduce costs and generate operational efficiencies.
5. To ensure all staff are compliant with all relevant food safety and H&S standards.
6. To manage orders and stock levels (Incl. imports), ensuring that food and beverage products are readily available, with wastage minimized.
7. Manage margins and pricing, generating gross profit in line with budget.
8. To create a guest-centric environment, by leading on the presentation of the food and beverage departments.
9. To provide energetic and inspiring leadership, ensuring that all café staff deliver a brand enhancing experience, supported through line management and the establishment of clear responsibilities and accountabilities

10. Ensure that all food and beverage team members consistently carry out their duties to the best of their ability.
11. To manage staffing levels, scheduling, holiday planning and absence, all in line with budget.
12. To develop training schedules, identify further training needs, and ensure that the entire team are fully equipped to deliver outstanding service.
13. To take a positive lead in promoting Macknade's ethos and values.
14. To actively take part in Macknade's performance management processes and to undertake appropriate training and development activities.
15. To comply with, and implement as appropriate, all relevant Macknade policies and procedures.

## **Skills, Experience & Qualifications:**

1. Ability to lead a large team to deliver outstanding customer service in a food and beverage environment.
2. Effective organisational skills, with the ability to successfully develop and work within a positive and inclusive culture.
3. Detailed knowledge of the premium food & drink market.
4. A minimum of 2 years in a management role with experience in achieving high-performing results.
5. Evidence of continued education and training.

Holiday is pro rata with a full-time rate of 28 days.