



Job Description: Food and Beverage Manager

Job Title: Food and Beverage Manager

Location: Multiple Locations within Depot Climbing Walls

Reporting To: Managing Director

Job Type: Full-Time

Salary: 30k plus bonuses

Job Purpose:

We are seeking an experienced and dynamic Food and Beverage Manager to oversee the operations of our cafes located within Depot Climbing Walls. The ideal candidate will have a strong background in food hygiene compliance, management systems, and menu creation tailored to the needs of the climbing community. This role will be pivotal in ensuring our food and beverage offerings meet the high standards expected by our customers, while also driving revenue and maintaining cost controls.

Key Responsibilities:

1. Operational Management:

- Oversee daily operations of the cafes, ensuring smooth service delivery and maintaining a high standard of food and beverage service.
- Implement and manage food hygiene and safety procedures, ensuring compliance with local and statutory regulations.
- Manage stock levels, including the rotation of stock and minimization of waste.

2. Menu Development:

- Create and innovate menu items that cater to the needs of the climbing crowd, focusing on nutritional and energy-boosting foods.
- Develop and enhance the grab-and-go offerings to align with the active lifestyle of our customers.

3. Staff Management:

- Recruit, train, and mentor a team of staff across multiple sites, ensuring consistent service delivery and adherence to company standards.
- Provide ongoing training on food safety, customer service, and product knowledge.
- Create staff schedules that optimize service levels while controlling labor costs.

4. Customer Experience:

- Ensure exceptional customer service across all sites, promoting a welcoming and engaging environment.
- Utilize customer feedback to continuously improve service and product offerings.
- Manage customer relations and resolve any issues promptly and effectively.

5. Financial and Administrative Management:



- Monitor and control budgets, ensuring cost-effective operations and maximizing revenue.
 - Maintain financial records, including stock control, invoicing, and banking procedures.
 - Provide regular reports to the Managing director on financial performance and operational efficiency.
- 6. Health and Safety Compliance:**
- Maintain a clean and safe environment for both customers and staff, adhering to HACCP policies and other relevant health and safety standards.
 - Conduct regular inspections of the premises and equipment to ensure compliance with food safety regulations.
- 7. Business Development:**
- Identify and pursue opportunities to increase sales and improve the customer experience.
 - Plan and execute promotions and initiatives to attract new customers and retain existing ones.

Qualifications and Experience:

- Minimum of 2 years of management experience in a food and beverage or café environment.
- Strong knowledge of food hygiene practices and compliance.
- Experience in menu development and an understanding of the nutritional needs of an active customer base.
- Proven track record in managing multi-site operations.
- Excellent leadership, communication, and organizational skills.
- Passion for the food and beverage industry, with a focus on quality and customer satisfaction.

Benefits:

- Competitive salary with additional performance-based incentives.
- Employee discounts
- Company pension and other benefits.