

|                                      |  |
|--------------------------------------|--|
| <b>JOB TITLE:</b>                    | <b>FRONT OF HOUSE MANAGER</b>  |
| <b>JOB PURPOSE:</b>                  | To facilitate the running of the Depot Climbing Centres with the help of the management team and the staff team. Orchestrating the daily running of shifts, aiding in training and developing and pushing towards excellent service standards and sales targets.   |
| <b>SALARY:</b>                       | Up to £25,116 per annum based on 35 hours per week   |
| <b>REPORTING TO/RESPONSIBLE FOR:</b> | Centre Manager<br><br>Wall Assistants. Retail Assistants   |
| <b>KEY RESPONSIBILITIES:</b>         | Aiding the Centre Manager and Assistant Manager in the leadership, training and development and motivation of all centre staff. Strong focus on service standards and customer interaction.  |
| <b>ROLE DESCRIPTION:</b>             | <p><b>Service Standards</b><br/>Facilitating a culture of excellence, leading by example, and striving for the best customer experiences.<br/>Actively talking and listening to both customers and team members.<br/>Identifying barriers to success<br/>Ensure the highest standards of cleanliness, maintenance, and centre presentation.<br/>Understanding of kitchen management and Food Safety Standards<br/>Exploring every opportunity to improve standards of service<br/>Ensure the quality and consistency of all Depot products<br/>To successfully lead the team, taking responsibility for:</p> <ul style="list-style-type: none"> <li>o Service Standards</li> <li>o People Development</li> <li>o Sales and Marketing</li> <li>o Shift Management</li> </ul> <p><b>Leadership</b><br/>To successfully lead their teams by consistent commitment to achieving the company's standards.<br/>Evaluating all decisions in line with company procedures<br/>Effectively communicating, active listening and training.<br/>Training plans evaluated and maintained monthly<br/>Creating an environment in which commitment is reflected in a passion to deliver outstanding customer service</p> <p><b>People Development</b><br/>Train, coach and develop both Wall Assistants and Duty Managers to enable them to strive and progress.<br/>Ensure active succession planning with updated training logs and PDP's.</p> <p><b>Sales and Marketing</b><br/>Use effective KPI platforms to ensure peak and trough periods are successfully managed with regards to sales<br/>Hit centre specific sales targets in all areas<br/>Grow customer loyalty with the use of service standards and personable approach<br/>Making effective use of incentives/service that sells activities<br/>Achieve measurable sales targets as set by KPI platform<br/>Enthusiastic implementation of all central sales and marketing initiatives.<br/>Communication and maintenance of a 12-month event calendar with CM.</p> <p><b>Legislative</b><br/>Ensure Health and Safety and HR compliance throughout the centre.</p> |