

Position Title – Hospitality Manager

The Murton Trust Hospitality Manager is part of an executive team of managers working collectively to drive forward the Trust.

Accountabilities

- Ensuring that the tearoom and hospitality is managed efficiently and effectively.
- Delivering first class customer service at all times, to all at Murton.
- Work to and within set budgets for staffing, sales and profit.
- Maintain updated records of daily, weekly and monthly revenues and expenses.
- Hire and train new staff when required.
- To continually strive to improve sales and services.

Responsibilities

- Maintain and develop hospitality in accordance with the strategic plan, purpose and objectives.
- Work with the Trust Manager to maximise the potential of the Trust and its site for wildlife, the community and the Trust's profile.
- Manage day-to-day operations.
- Coordinate with suppliers and order supplies. Review suppliers on a regular basis.
- Review menu items based on seasonality and customers' preferences.
- Advise staff on the best ways to resolve issues with customers and deliver excellent customer service.
- Ensure a high level of cleanliness across all areas of the tearoom.
- Dealing with the public in a polite and helpful manner. Nurture friendly relationships with customers.
- Responsible for cash reconciliation.
- Work with all staff to raise awareness of the Trust and its work.

Education Attainment & Accreditation

- Formal industry qualifications or relevant equivalent experience.

Professional Skills & Experience

- Strong managerial skills and performance delivery focus.
- Excellent communication skills, both verbal and written.
- High standard of computer literacy.
- Have excellent knowledge of food hygiene procedures and how to handle food safely.
- Have a confident and friendly manner with a positive approach to solving difficulties.
- Understand safe working practices and health and safety legislation.
- Understand all safety procedures relating to fire and security.
- Cash handling and reconciliation experience.
- Ability to understand and generate budgets.

Interpersonal Skills & Qualities

- Demonstrable ability to deliver excellent customer service.
- Demonstrable ability to plan and prioritise own workload with minimum supervision.
- Ability to work as a member of a close-knit team.
- Ability to get the best out of people to deliver results.
- Unwavering ethical, safety, environmental and responsibility values.
- Excellent personal hygiene and self-awareness.

This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent development and improvements.