



JOB TITLE: Duty Manager

**DEPARTMENT/
BUSINESS:** Front of House at The Devonshire Arms,
Beeley

REPORTS TO: Front of House Manager

SUPERVISES: Restaurant Serving Staff

SALARY: £9.36 per hour plus other benefits

HOURS OF WORK: 5/7 days, minimum 40 hours

Devonshire Hotels & Restaurants, owned by the Duke and Duchess of Devonshire are committed to providing quality products and services to Guests and Employees alike.

We recognise the importance of finding the right person for the job – people with passion for the industry coupled with a desire to progress, yet remaining focused on creating a very unique experience for our Guests.

PURPOSE OF THE JOB:

To fulfil a duty manager role. To assist in the achievement in budgetary targets, food, beverage and customer service standards. Whilst undertaking overall supervision of the breakfast offering.

MAIN DUTIES:

- To motivate and encourage team members to deliver excellent customer service, ensuring training requirements are identified and fulfilled.
- Product quality, to liaise with the team on delivering consistency in all areas of food and beverage product and service, attention to detail and strong product knowledge.
- Ensure relevant stock is maintained and controlled, readily available and counted when necessary.
- Maintenance of cleanliness of all front and back of house areas in line with Health and Safety standards.
- Use of electronic point of sale, cash handling, cashing up, etc
- Dealing with customers, building good relationships with regulars, resolving issues and complaints efficiently.
- Contribute to sales and profitability through efficiency, cost and performance.



- To check guests in and out and assist with any accommodation related queries.

This list of duties is not exhaustive and additional duties may be required within reason for the better fulfilment of the role and the needs of the business.

GENERAL RESPONSIBILITIES:

- To complete all Health & Safety and Job Skills training as required.
- To work in accordance with company Health & Safety guidelines especially in relation to Hazard and Accident
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To provide a healthy and comfortable working environment, smoking is prohibited throughout the Hotel.
- To undertake any training/coaching required by the Company to enable you to perform your duties effectively.

PERSON SPECIFICATION:

- Previous supervisory experience within a restaurant environment desirable.
- Previous Restaurant experience is essential.
- Enthusiastic, reliable and able to work under pressure in a busy environment.
- Must be of smart appearance with excellent personal hygiene standards.
- NVQ Level 2 food and beverage would be desirable but not essential.