



Duty Manager

Are you passionate about hospitality? Do you have experience leading teams in a fast-paced, customer-centric environment? We're looking for a dynamic **Front of House Manager** to join our team and play a key role in shaping the future of our village pub.

About the Role:

As the Front of House Manager, you'll be the face of our pub, responsible for delivering exceptional customer experiences and driving business success. You'll oversee daily operations, guide the team, and maintain high standards to ensure both customer satisfaction and profitability. This role is perfect for someone who thrives in a community setting, understands the importance of creating meaningful connections, and has a keen eye for detail.

Key Responsibilities:

- **Lead Day-to-Day Operations:** Manage the smooth running of the pub, ensuring a seamless service from open to close.
- **Team Leadership:** Inspire, guide, and develop staff to deliver outstanding customer service, ensuring everyone is aligned with our values and high standards.
- **Community Engagement:** Actively represent the pub within the village community, fostering relationships and understanding the role we play locally.
- **Customer Interaction:** Engage with guests professionally, offering a warm, friendly experience that builds loyalty and maximizes sales opportunities.
- **Business Development:** Identify opportunities to grow the business, collaborate with management on events, and consistently drive sales through upselling and promotions.
- **Safety and Compliance:** Ensure a safe environment for both staff and customers, adhering to all HSE guidelines and maintaining compliance in all areas.
- **Financial Oversight:** Manage cash handling, billing, and control of revenues to meet cost and profit targets.
- **Continuous Improvement:** Attend weekly meetings to review performance, plan upcoming activities, and contribute to the ongoing success of the business.

What We're Looking For:

- **Experience in Hospitality Management:** Proven experience in a leadership role within the hospitality industry, ideally at a managerial level.
- **Strong Communication Skills:** A confident, effective communicator who can motivate the team and engage customers.
- **Calm Under Pressure:** Ability to stay composed and lead by example in a busy, high-pressure environment.
- **Customer-Centric Approach:** A passion for delivering top-notch service and going the extra mile to ensure 100% customer satisfaction.

- **Team Player:** A collaborative mindset, with the ability to work closely with colleagues and managers to achieve shared goals.
- **Attention to Detail:** A meticulous approach to maintaining high standards and a keen eye for spotting opportunities to improve.