

JOB DESCRIPTION

JOB TITLE: Bistro Assistant Manager

REPORTING TO: Bistro Manager

DIRECT REPORTS: Waiting Staff

LOCATION: Bistro @ The Castle

PURPOSE OF JOB

- Deputise in the absence of the Bistro manager in order to achieve consistency and high standards of performance and presentation.
- To assist in the effective running of the bistro in customer service, stock control and ordering, damage/breakage control, hygiene, organisation, training of staff within the department.

MAIN DUTIES AND RESPONSIBILITIES

- To undertake Bistro manager responsibilities as and when appropriate
- To provide support to bistro staff in accordance with The Black Watch and Castle Museum's values and policies
- To assist with managing The Bistro on a day-to-day basis, ensuring that the correct standards are in place
- Provide a table waiting service to all customers giving an attentive service and manage any special requests
- To maximise sales through the motivating and training of staff, volunteers, and individuals on work placement

- To assist the Bistro manager in ensuring all members of staff and volunteers are aware of daily duties
- To assist in ensuring points of sale are correct and effective
- To assist in the provision of training as per company guidelines including induction of new starts
- Ensure that all equipment and areas are cleaned to a high standard and with the correct procedure.
- Ensure that checking in of deliveries is carried out accurately and correctly.
- Ensure that all goods received are correctly priced.
- To carry out end of day cash reconciliation and are recorded and reported in accordance with company procedures
- To develop and improve the image and reputation of The Black Watch Castle and Museum
- To ensure that the customer service experience is delivered in accordance with The Black Watch Castle and Museum standards
- To handle customer feedback effectively including customer comments and requests to the satisfaction of both the customer and The Black Watch Castle and Museum
- To support the Bistro manager in establishing and developing methods and standards for effective management of the Bistro.
- To ensure that the opening and closing procedures of the Bistro are carried out in accordance with The Black Watch Castle and Museum procedures
- To develop and maintain a good working relationship with the local Environmental Health Officer
- To support the Bistro manager in maintaining, motivating, training appraising the team and providing induction to new members of staff, volunteers, and individuals on work placements
- To attend and contribute to all daily/weekly team meetings.
- To assist with appraisals/probationary reviews as per the company appraisal system as required

- To proactively report and manage risks in conjunction with the Bistro Manager and company procedures
- To support the overall objectives of the business maintaining standards and budgets
- To take on duty manager responsibilities on a rota system
- Ensure compliance with all food hygiene regulations within the Bistro environment in accordance with company procedures
- To be aware of and adhere to fire and health and safety policies and procedures
- To undertake duties or work outside the normal daily/weekly routine e.g. functions, events and dinners but within the overall scope of the position at the request of Bistro Manager
- Any other reasonable duties as requested by Bistro Manager

Other Duties and Conditions of Service

The post holder is expected to work to further the mission and aim of The Black Watch Castle and Museum, and to comply with the company's policies and procedures.

This is not an exhaustive list of responsibilities, and the post holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by the relevant line manager.

This job description will be reviewed periodically, and The Black Watch & Castle Museum reserves the right to vary the duties within the job description in line with the needs of the business.

I acknowledge the receipt of the above job description:

Name: Signature:
 Date:

PERSON SPECIFICATION:

Assistant Bistro Manager

Knowledge / Skills

- Demonstrable people management skills
- Working knowledge of security / fire / safety procedures
- Excellent organisation and time management skills
- Cash Handling
- Computer Literate

Experience / Qualifications / Training

- HND or equivalent in Hospitality Management.
- Experience in a customer led environment
- Experience of managing and supervising a team
- Food Hygiene certificate or willingness to work towards one
- Demonstrable experience of working directly with the public
- Personal License holder

Personal Qualities / Attitude

- Confident, approachable and professional manner
- Excellent standard of personal appearance
- Self-motivated, flexible, enthusiastic and reliable
- Ability to work under own initiative and as part of a team
- Ability to take responsibility for own actions and performance

Work Related Circumstances

- Must be willing to work flexible hours
- Must be willing to undertake relevant training and professional development
- Must be willing to learn about other departments within the company