



job description

Job title: Front of House Manager

Reports to: Catering Manager

Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. We believe work should be a place where you can be your best and feel your best.

Purpose of the role:

What we'd like you to do: Ensure that dining room operations are run efficiently and to provide critical additional management coverage to the Catering Team, a critical part of the guest experience. Display strong knowledge and understanding of food, dietary and allergen safety to ensure the highest standards are met at all times.

Ensure that the food service operation is in line with legislation and industry best practise, in regards to health and safety, food safety and allergen management, thus demonstrating a strong understanding of PGL's HACCP system

- Regular floor walking throughout service to monitor cleanliness standards and ensuring that all front of house areas meet the highest standards of cleanliness and hygiene
- Understand and articulate menus and allergen implications to guests, liaising with Head Chefs and Catering Manager to raise issues around allergens/dietary requirements
- Ensure the accuracy of signage and communication to guests, in line with the PGL Standards.

Deliver a smooth, efficient dining room operation, which delivers exception service for guests and visitors

- Management and overseeing of all aspects of front-of-house during meal services, ensuring the dining room environment is well-presented, stocked and maintained throughout
- Ensure excellent customer service is acknowledged, whilst investigating and acting on service failings for ongoing improvement
- Oversee preparations and cleaning pre and post-service
- Be the first port of call for guests including capturing guest feedback onsite on the quality of meals. Responding to guest queries, questions and complaints during services
- Close collaboration and communication with the kitchen team to ensure efficient service and minimal waste
- Providing support to the team during service and busy periods to enable team to meet service SLAs
- Continuous assessment and review of ways-of-working to strive towards the PGL one best way approach
- Escalation of issues and complaints to ensure they are dealt with appropriately

Contribute to personal and colleague development with the ambition to create great leaders:

- Providing line management and training of teams, to ensure front of house colleagues have the required skills and knowledge to deliver high quality guest experience
- Delegate tasks effectively across the department to ensure all requirements are met
- Providing on-the-job coaching and feedback to develop individuals and manage performance accordingly
- Support the Catering Manager to develop staff rotas.



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- Management of cross-department working AIGLs, ensuring that expectations are set and met by team, and resource is allocated to the relevant tasks
- Provide line management coverage across the wider catering team, supporting colleagues and wider team during busy periods (as required and appropriate) and holiday / time off.

Embrace and promote a 'One Best Way' approach collaborating with other centre functions.

- Conduct Centre leadership activities including cross-functional meetings
- Support the wider Catering operation as required, deputising, as appropriate, during absence and time off of the Catering Manager
- Highlight staffing (including agency staff requirements), recruitment, strategic workforce planning, attrition, holidays and performance updates and statistics relating to team.

** You may also be required to support alternative teams in project work or any other capacity across your centre or the business.*

Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"> Takes responsibility for the delivery of an exceptional customer experience. 	Customer Focus
<ul style="list-style-type: none"> Accepts responsibility and accountability for own performance and areas of responsibility. 	Delivering Results
<ul style="list-style-type: none"> Looks for new or innovative approaches to solve the issue. 	Change, Innovation & Problem Solving
<ul style="list-style-type: none"> Provides motivation and encouragement to others. Treats people in a fair, consistent and respectful manner and values diversity. 	Leading and Managing People
<ul style="list-style-type: none"> Makes sound decisions based on knowledge, experience and available information. 	Decision Making
<ul style="list-style-type: none"> Communicates confidently and professionally with both guests and colleagues. IT, literacy and proficiency in English 	Interacting and Presenting

Essential Skills:

- ✓ Strong allergen and dietary knowledge, and ability to understand guest requirements
- ✓ Collaborative style, ability to work with other departments and communicate effectively with team members
- ✓ Ability to work effectively, in a high pressured, fast paced environment, with strong organisational skills.
- ✓ Ability to tailor and adapt communication style to different audiences, with strong guest focus.
- ✓ Demonstrates resilience
- ✓ Understanding of Catering operations

Relevant experience:

	Essential	Desirable
Knowledge of catering	✓	
Experience of line managing others	✓	
Dietary and allergen knowledge	✓	
Experience delivering effective training, coaching and mentoring	✓	
Understanding of mass catering operation best practice		✓

Relevant qualifications:

	Essential	Desirable
Level 3, or above, Leadership and Management qualification		✓
Level 3, or above, Education and Training qualification		✓
First Aid qualification		✓
Full valid UK driving licence		✓



person specification

Food Safety Level 3 qualification or willingness to undertake	✓	
Allergen management qualification	✓	

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.