



## DUTY MANAGER ~ THE WHITE HORSE

### ABOUT THE ROLE:

- As the Front of House Manager, you will be responsible for ensuring the smooth running of our front-of-house operations, maintaining high standards of service, health, safety, and hygiene. You will lead, motivate, and develop our FOH team, ensuring every guest receives a memorable experience.

### KEY RESPONSIBILITIES:

- Oversee the daily operations of the front of house, ensuring seamless service
- Manage and train FOH staff, fostering a positive and professional team environment
- Liaise with suppliers to manage stock levels and place orders efficiently
- Drive profit margins on drinks through strategic menu development and pricing
- Create and update drink menus, including wine and other beverage offerings
- Maintain and enhance hygiene standards in line with statutory regulations
- Monitor all equipment, report issues, and coordinate maintenance or replacements
- Implement quality control procedures to uphold service excellence
- Manage stock inventories, ensuring optimal levels and minimizing wastage

### LEADERSHIP AND MANAGEMENT:

- Take full accountability for the day-to-day operations of FOH
- Ensure consistent delivery of high-quality drinks and service standards
- Establish strong relationships with suppliers for effective purchasing and cost control
- Monitor and manage budgets, aiming to meet financial targets and reduce costs
- Develop and implement training programs to ensure staff skills and knowledge remain top-notch
- Maintain a safe, welcoming environment for both staff and guests

### ADDITIONAL RESPONSIBILITIES:

- Uphold the company's mission, values, and service standards
- Actively gather and respond to customer feedback to continuously improve our offering
- Oversee social media channels and online reputation management
- Ensure compliance with all health, safety, and statutory regulations
- Communicate effectively with the Hospitality Manager and other departments
- Attend meetings and contribute to operational and financial planning

### WHAT WE'RE LOOKING FOR:

- Proven experience in a supervisory or managerial role within hospitality
- Strong leadership and communication skills
- Excellent understanding of health and safety standards
- Passion for delivering outstanding customer service
- Ability to work under pressure and manage multiple priorities
- Knowledge of beverage menu development and stock management

If you're ready to lead a passionate team and make a real impact in our pub, we want to hear from you! Join us and be part of something special.