JOB description

Job Title:	Food & Beverage Manager
Accountable To:	Directors
Direct Reports:	Restaurant Manager, Events Manager, Deli Manager, Head Chef
Location:	Moddershall Oaks Country Spa Retreat

Our Vision
At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values
We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
  We are focussed on personal and business success
- We are **Caring**
  We genuinely care about our guests and our colleagues
- We are **Creative**
  We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
  We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
  We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose
To lead and develop the Food & Beverage operations at Moddershall Oaks, overseeing the Restaurant, Bars, Deli, Events and Kitchen, whilst providing support to the MADE Wellness Centre Café.
Working closely with the Directors and departmental managers, you will drive commercial performance, revenue, cost savings and operational efficiencies, whilst maintaining exceptional standards of food, beverage and guest experience.
With a particular focus on wet sales, menu innovation and bringing F&B departments together, you will drive business growth, enhance our reputation as a destination for exceptional food and drink, and maximise the opportunities presented by our unique location and facilities.

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Principal Accountabilities

Leadership & People Management

1. Lead, motivate and develop departmental managers, holding them accountable for performance, operational standards and agreed objectives through regular reviews and ongoing support.
2. Oversee rotas, workforce planning, Planday scheduling and holiday management, ensuring effective staffing, management cover and labour cost control.
3. Work closely with HR on recruitment, performance management and succession planning, ensuring teams are appropriately resourced and developed.
4. Oversee training and development across F&B, promoting consistent service standards, product knowledge and cross-training to improve flexibility and efficiency, with departmental managers responsible for delivering and recording training.
5. Foster a positive and collaborative working environment, uniting F&B departments around shared goals, teamwork and consistent service delivery.

Beverage Operations & Wet Sales

6. Drive wet sales growth across the business, maximising beverage revenue, profitability and commercial opportunities.
7. Oversee beverage menus, product ranges, cocktails and seasonal promotions, ensuring innovation, competitive pricing and commercial appeal.
8. Monitor beverage margins and work with departmental managers to improve upselling, product knowledge and sales performance.

Food Operations & Menu Development

9. Lead menu development and food innovation alongside the Head Chef and departmental managers, ensuring offerings reflect guest preferences, industry trends and commercial objectives.
10. Oversee food costings, pricing and menu engineering, including portion control and consistency, supporting the Head Chef in maintaining exceptional food quality, presentation, profitability and Kitchen efficiency.
11. Work with the Head Chef and departmental managers to ensure menus accurately reflect dietary requirements, allergen information and calorie content, with appropriate options available to meet guests' dietary needs.

Financial & Commercial Performance

12. Take overall responsibility for F&B financial performance, working with the Directors and Finance team to achieve budgets, revenue and profitability targets.
13. Monitor sales, gross profit, labour costs and KPIs, proactively implementing cost savings and operational efficiencies without compromising quality.
14. Oversee stock management, purchasing, supplier relationships and departmental expenditure, ensuring regular stock takes, effective controls, competitive pricing and reduced wastage.
15. Work with the Directors to develop and implement an ambitious F&B growth strategy, maximising revenue opportunities and the commercial potential of our location, facilities and guest base.



16. Provide regular performance updates to the Directors, highlighting financial results, operational challenges and opportunities for improvement and growth.

Operational Management & Guest Experience

17. Champion exceptional standards of food, beverage, service and presentation, continually enhancing the guest experience and protecting Moddershall Oaks' reputation.
18. Provide hands-on operational support when required, assisting departmental teams during particularly busy periods or where additional management support is needed.
19. Support departmental managers in improving operational procedures, service delivery and efficiency, whilst overseeing the performance of the Events department and the successful delivery of weddings and functions.
20. Provide operational and commercial support to the MADE Wellness Centre Café, working collaboratively with its management team to improve standards, efficiency and profitability.
21. Monitor guest feedback and reviews, working with departmental managers to address concerns and implement improvements that encourage repeat visits and positive recommendations.
22. Ensure all F&B departments comply with food hygiene, health and safety, licensing and food allergen and dietary requirements, maintaining appropriate procedures and training.

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General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description, always seeking to continuously improve
- Participate in internal/external meetings, appraisals and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business both on and off site
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may effect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date: