



Job Description

Job Title:	Front of House Manager
Department:	Catering
Hours of Work:	Full time
Date of Issue:	August 2021

THE ROLE

Gloucester Rugby, formed in 1873, are a Premiership Rugby team based at Kingsholm Stadium in the City of Gloucester.

We are looking for an individual with experience in delivering events in large scale capacities and who has impeccably high standards, motivates team members and inspires excellence in others.

QUALIFICATIONS & EXPERIENCE

- Front of House managerial experience
- Pre-opening experience, not essential but desired
- Managing staff rotas whilst staying within spend KPIs
- Excellent knowledge of food and wine
- From buffet style service to fine dining experience
- Great organisational skills and attention to detail
- Effective capturing of feedback and actions put in place to continue improving our offerings

PERSONAL ATTRIBUTES

- Positive attitude and good communication skills
- Commitment to delivering an excellent customer service
- Ability to work part of a team and to work independently
- Desire to progress within the hospitality and stadia industry
- High standards

MAIN ROLES

- Ensuring your team have set up meeting rooms, event spaces and restaurants according to function sheets
- Managing staff rotas in line with KPI spends
- Leading shifts
- Opening and closing of out of hours events
- To lead and develop an enthusiastic team
- Recruitment and training
- Friendly & approachable

GLOUCESTER RUGBY MISSION STATEMENT *:

To deliver the **best experience** for our fans, colleagues, community and partners in a sustainable way.

OUR VALUES:

BELONG

We are part of a team and put the team first.
We all contribute to the collective success.
We are inclusive, have faith in what we do and respect all opinions.

RESILIENCE

We show resilience at all times and face challenges head on.

ACCOUNTABLE

We take personal responsibility for what we do.
We keep our word.

VISIONARY

We look forward and define the future.
We make brave decisions.

EXCELLENCE

We have pride in what we do and always give our best.
We are committed to excellence.