



GOODWOOD

The Role

The **Kennels Bar Manager** will be part of the Kennels Bar team and will report into the Kennels & Hound Lodge Operations Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

To manage the day to day operation of Kennels Bar and the team along with Kennels events and bar related external meeting and events. Bring energy, attention to detail and creativity, to promote vibrant atmosphere and seamless service.

Key responsibilities

- Managing the day to day operation and delivery of service in The Kennels bar including a strong presence on the floor
- Responsibility for setup and delivery of Kennels Bar related meetings and events
- Appropriate stock control in The Kennels Bar
 - Maintain low wastage levels through good stock management and rotation, and accurate training, recording and monitoring.
 - Coordinate and control all aspects of stock deliveries and keep accurate and current records
 - Regularly liaise with the stock taker to ensure the monthly accounts are accurate and the receipt and administration of all deliveries is up to date
 - Manage the cellar and stock storage areas, ensuring they are secure, clean and tidy at all times

- Liaise with other Kennels managers to ensure tight stock control and budgeted margins are achieved.
- Assist and guide staff to deal with issues and complaints and ensuring members and guest experiences exceed expectations.
- To analyse daily/weekly/monthly beverage sales identifying opportunities for increasing profitability and maximising revenue
- To manage the till operation and cash up process in the bar
- To plan rotas that will ensure high service levels are maintained whilst controlling costs
- Create drinks/cocktail menus that are new, inspiring and in-keeping with The Kennels identity
- Use market research to develop and implement ideas to maximise revenue generation
- Conduct briefings and training to ensure that staff have strong product knowledge and are able to upsell and deliver service to the highest possible standards
- Monitor, review and feedback on the team performance and set and review objectives in line with the performance review process
- Ensure Kennels events are carefully planned for and delivered with success, efficiency and profitability is maximised.
- Be fully conversant with all E&H systems and procedures
- Organise and carry out recruitment and interviews as required to keep the team in line with budget and business expectation
- Ensure the team delivers exceptional M&E service
- Be completely aware and conversant with upcoming events and BEOs
- Have a full understanding of departmental budgets and targets
- Ensure the most efficient processes and procedures are in place in and are adhered to at all times
- To undertake any other duties that may be necessary to the needs of the business.

Qualities you will possess

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| <ul style="list-style-type: none"> ● Passion for what you do ● Positive and friendly with a “can do attitude” ● Attention to detail ● Ability to prioritise and organise ● Proactive | <ul style="list-style-type: none"> ● Take responsibility for yourself ● Confident to make decisions and to stand by them ● Good negotiation and influencing skills ● Excellent communicator ● A sense of fun! |
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What do you need to be successful?

- Knowledge of bar products including spirits, wines, beers, ales and cocktails
- Previous experience of working at a management level within a food and beverage environment
- An understanding of cellar management, stock control and rotation, and an understanding of managing wastage effectively

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

| BEHAVIOUR | LEVEL |
|---|-------|
| Think Customer | 3 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |