

## **Duty Shift Manager**

We are looking for a live-in Duty Manager. The role will be full time and will include duty manager shifts and overnight emergency cover. There are no overnight duties, though in the event of an emergency the live-in duty manager would respond. In-house accommodation is provided. The staff flat is spacious and includes a large modern and well-equipped kitchen, lounge, large bedroom, and bathroom. It also benefits from a private patio to the rear of the building and its own front door.

The Duty Shift Manager is the acting face of Knockderry House Hotel during the duty shift. As such you must always show a professional attitude, particularly punctuality, appearance, and general manner. You may, from time to time deputize for the General Manager and thus you must be able to think and act independently and command the respect of the Hotel Staff and guests. Specifically, you will be responsible for coordinating food and beverage service and customer service during your shift for the restaurant.

## **Job Description**

### **Team Management**

- Make decisions
- Responsibility for Front of House during your period of duty
- Awareness of staff morale, and team working.
- Record, report and advise the General Manager of any grievances so they are proactively addressed.
- Own and accept responsibility for the resolution of all challenges and enquiries directed to you by guests and team members whether resolved personally or with assistance, liaising with the GM or the Directors as required.

### **Restaurant Supervision**

- Achieve service that exceeds expectations
- Manage the service of food and drinks in the restaurant and lounge bar areas
- Advise guests in the selection of food and beverage
- Demonstrate a good basic understanding of wines and food matching the equivalent of WSET Level2

### **Customer Service**

- Build a rapport with guests, seeking out and embracing opportunities to exceed their expectations
- Ensure all guests receive a warm friendly welcome
- Ensure guests are provided with an efficient, friendly, and courteous bar and restaurant service.
- Minimize number and assist the General Manager in responding to any complaints that may arise

### **Other Responsibilities**

- Deliver effective handovers, reporting the days' events and other relevant information for the team.
- Tour the building throughout each shift and rectify / report any challenges found
- Manage and control of reception including check in and check out procedures
- Provide cover for Fire, Health and Safety of the building, customers and staff during your shift including security.
- Account for all monies accrued during service and that all relevant paperwork has been completed correctly and signed accordingly

### **Skills and Experience**

You should have a food and beverage background preferably with experience of working in a 2 Rosette restaurant and have a keen interest in Scottish food and some experience of wine service.

- You should have the ability to multitask and keep calm under pressure.
- You must be extremely organized, personable, and level-headed.
- You must be able to adapt quickly and most off all must be able to successfully lead and supervise a team.

An attractive package and benefits are offered, including free meals whilst on duty, discounted vouchers for the purchase of products and services offered by the hotel, and seasonal holidays.