

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

PUB MANAGER

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Role Title – How I will be known Pub Manager

Key Relationships – Who I will engage with

- I will directly report to F&B Operations Manager.
- I will indirectly report to General Manager.
- I will be responsible for leading and managing the Bar Team and covering for Cocktail Bar / Wine Cellar and Restaurant as required.
- I will work cohesively with the F&B and Kitchen teams.

Role Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling inspired and enriched.

Role Outcomes – What success will look like for my role

1. The F&B Department exceeds performance targets.
2. The Fife Arms exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Department are achieved.
5. The Fife Arms achieves national and international recognition.

Role Key Tasks - How I will achieve the outcomes

General

I will create a Pub with unique appeal attracting our guests, our host community. I will be responsible for the day to day operations of the Pub including leading and managing the:-

- Delivery of a great guest experience consistently exceeding guest expectations,
- Development and maintenance of key relationships,
- Recruitment, training and development of a great team,
- Execution of the Pub strategy and revenue generation,
- Implementation of F&B strategy, policies, procedures and innovation,
- Contribution to Pub and F&B policies and practices
- Achievement of F&B budgets.

Pre-Opening

- Attract, recruit and train a talented team capable of exceeding expectations.
- Contribute to F&B and Pub Opening Guidelines and Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Develop and implement Pub readiness plan for opening on time.

Open for Business

- Lead and manage pub operations to the highest standards.
- Lead, as well as manage, the Bar Team by example, active coaching and mentoring.
- Work cohesively with F&B Team.

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- Ensure the effective application of Health and Safety Hotel Policy.
- Act as Duty Manager in accordance with Duty Management Rota.
- Take responsibility for the Bar Revenue Management and in general support the General Manager to achieve the Hotel financial targets.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU General - Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Bar Operations
Community Relations
Financial Management
F&B Operations
Guest Relations
IT Skills
Leadership
Loves the Pub Experience
Management Skills
Personal License Holder or similar qualification