

## THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

**Job Title:** Catering Manager  
**Responsible to:** Garden Centre Manager

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### **Job Purpose:**

To oversee the day to day smooth and efficient running of the Restaurant in a way that supports the Company's Business Plan, whilst exceeding the expectations of our customers and delivering the agreed sales targets.

### **Key Accountabilities:**

1. Supports and contributes to the achievement of budgeted company sales, margins and contribution.
  2. Encourages and supports the development of all Front of House Catering Assistants.
  3. Manages consistency of food standards through the Chef and Kitchen team to ensure all menu specifications are followed, and merchandising and display standards through the Front of House team
  4. Implement systems and regularly monitor to ensure compliance with Health & Safety and Environmental Health legislation and Trading Standards.
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#### **1. Supports and contributes to the achievement of budgeted Company sales and margins:**

- Constantly monitors and reviews the achievement of set targets and through planning and control of budgets, including wages, portion control and stock to maximise commercial potential;
- Ensures correct adherence to procedures for stock ordering including quality control and identifying shortages, stocktaking and to control wastage levels in line with agreed Company targets;
- Maximising the restaurant's potential by managing key performance indicators, in order to identify trends and maximize sales opportunities;

#### **2. Encourages and supports the development of all Front of House Catering employees, and through the Chef the kitchen team:**

- Responsible for recruitment, retention, training and performance of employees, to include regular one to ones and annual appraisals, to ensure they are skilled and motivated to carry out the requirements of their roles;
- Ensures there is a training plan in place to support the team in the delivery of agreed Company standards consistently;
- Works with the Garden Centre Manager on the progression and succession of key personnel within the team;
- Constantly find ways of improving our levels of service, standards of food presentation and coffee and motivating your team to achieve agreed company targets and objectives while seeking to constantly improve efficiency front of house.
- To promote staff ownership and accountability creating a positive and enjoyable working environment.

#### **3. Manages a consistency of standards and procedures:**

- Uses the restaurant audits to ensure consistency of standards;
- Manages the Head Chef to ensure kitchen team are delivering the documented standards, all food specifications are up to date and being

followed, Gross Profit is being achieved through the use and regular updating of Kitchen Cut system.

- Ensures there is open and positive communication between the front of house and kitchen to ensure exceptional service and standards are consistently delivered;
- Ensures all front of house employees are fully trained and competent in the application of EPOS procedures and that they are followed at all times.

**4. Contributes to the Health & Safety of customers and employees:**

- Oversees a safe working environment so Company and legislative requirements are met at all times;
  - Implement systems, communicate clearly through the team and complete internal audits on a regular basis to ensure compliance with Health and Safety and Environmental Health legislation, Nutrition and Sanitation Regulations and Trading Standards;
  - To participate in the HACCP procedure according to the Company's food safety management document.
  - Maintains the highest professional food quality and hygiene standards at all times.
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**Key Performance Indicators:**

**1. Financial Targets Achieved:**

- Sales and profit in line with Company forecasts and agreed margin;
- Wages to sales targets achieved;
- Wastage targets achieved;
- Budget for food production managed and achieved.

**2. Customer Targets Achieved:**

- Customer numbers and average spend achieved;
- GCA inspection targets achieved;
- Net Promoter Scores target achieved;

**3. People Targets Achieved:**

- Staff attitude survey satisfaction target achieved;
- Development and succession plan within the restaurant achieved;

**4. Standards Achieved:**

- Achievement of agreed catering standards;
- Health & hygiene standards achieved;
- Risk assessments completed, updated as required and documented.

Signed by Job Holder: .....

Print Name: .....

Signed by Job Holder's Manager: .....

Print Name: .....

Date:

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