

JOB DESCRIPTION

JOB TITLE: Bistro and Events Assistant Manager

REPORTING TO: Bistro and Events Manager

DIRECT REPORTS: Waiting Staff

LOCATION: Bistro and Events spaces within The Black Watch Castle & Museum, Balhousie Castle, Perth

EXPECTED HOURS: 35 hours per week (including regular weekend and evening work)

PAY: £26,500.00 per year (plus a share of any gratuities)

JOB TYPE: Full-time, Permanent

We reserve the right to close the recruitment process at any time.

About The Black Watch Regimental Trust

The Black Watch Regimental Trust is a registered charity operating an award-winning visitor attraction, The Black Watch Castle and Museum, based on Hay Street, Perth, which comprises Balhousie Castle, The Black Watch Museum, Gift Shop and Bistro and event spaces.

Our dedicated Team works toward delivering the three key objectives of our Mission, to: Provide Welfare / Promote Comradeship / Preserve Heritage.

More details on our Mission are available here: <https://heyzine.com/flip-book/55454f85cb.html>

Additionally, a summary of our work and activities is available via our Annual Review here: <https://heyzine.com/flip-book/eeb9d2e9c3.html>

Due to expansion and growth of events we are looking for an enthusiastic and motivated individual to join our Food and Beverage team as **Bistro and Events Assistant Manager**.

PURPOSE OF JOB



- To assist in the effective management of all aspects of Bistro and Events operations to achieve high levels of customer service, effective stock control, high hygiene standards, and training of staff within the department.
- Deputise for the Bistro and Events Manager in their absence in order to achieve consistency and high standards of performance and presentation.

MAIN DUTIES AND RESPONSIBILITIES

Bistro

- Assist with managing and supervising The Bistro on a day-to-day basis, ensuring that high standards are achieved
- Provide leadership and support to Food & Beverage Staff
- Assist the Bistro and Events Manager in ensuring all team members are aware of daily duties and standards to be achieved
- Ensure that high levels of customer service are delivered in accordance with The Black Watch Castle & Museum's standards
- Support the Bistro and Events Manager in maintaining, motivating, and training the team and providing induction to new team members
- Ensure that the opening and closing procedures of the Bistro are carried out
- Maximise sales through the motivating and training of team members
- Assist in developing and maintaining effective working relationships with the Kitchen Team
- Carry out end-of-day till reconciliation and record and report findings in accordance with company procedures
- Ensure that all equipment and areas are cleaned to a high standard and following the correct procedure
- Ensure compliance with all food hygiene regulations within the Bistro environment in accordance with company procedures

- Work in line with the company Health & Safety Policy and Fire Evacuation Policy and proactively report and manage risks
- Handle customer feedback effectively including customer comments and requests, to the satisfaction of both the customer and The Black Watch Castle & Museum
- Attend and contribute to all daily/weekly team meetings
- Assist in ensuring points of sale are correct and effective
- Ensure that checking-in of deliveries is carried out accurately and correctly
- Assist in food and drinks preparation in the server areas (soup, scones, coffees, etc.)
- Welcoming, seating, and conversing with customers
- Taking customer orders using the electronic order pads and till system
- Effectively and safely handling and clearly passing-on all allergy information and dietary requests from customers
- Accurately processing and taking customer payments
- Excellent and friendly, professional manner and customer service skills

Corporate Events

Assist the Bistro and Events Manager in:

- Handling and responding promptly, professionally and clearly to all event enquiries
- Conduct client show-arounds
- Assist with Corporate Events administration promptly, professionally and accurately
- Work evening and weekend events in line with the rota
- Delivery of events alongside, or in the absence of the Bistro and Events Manager

Other Duties

- This is not an exhaustive list of responsibilities and the post holder may be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by Management.
- The Bistro and Events Assistant Manager role will normally be 5 days from 7, including evenings and regular weekends as required.

This job description may be reviewed periodically. The Black Watch Regimental Trust reserves the right to vary the duties within the job description in line with the needs of the business.

The successful candidate will have the following skills, experience and attributes:

PERSON SPECIFICATION:

Skills

Essential

- Supervisory/management skills
- Strong leadership skills
- Effective and clear communicator in-person and on email, at all levels
- Excellent organisation and time management skills
- Ability to effectively deal with customer queries, concerns and feedback
- Cash Handling
- Computer Literate

Desirable

- Working knowledge of security / fire / safety procedures

Experience

Essential

- Experience of planning food and beverage-led events
- Experience of delivering food and beverage-led events
- Experience of managing or supervising a team
- Experience of duty management
- Experience in a customer-led food and beverage environment
- Experience of working directly with the public and delivering excellent customer service

Desirable

- Food Hygiene certificate, or willingness to work towards one
- Personal License holder, or willingness to become one
- HND or equivalent in Hospitality Management, Events Management or similar

Attributes

- Confident, approachable and professional manner
- Excellent standard of personal appearance
- Self-motivated, flexible, enthusiastic and reliable
- Ability to work under own initiative and as part of a team
- Ability to take responsibility for own actions and performance

Work Related Circumstances

- Willingness to work flexible hours/days
- Willingness to undertake relevant training and professional development
- Willingness to learn about other departments within the company

Benefits of joining our team:

- Real Living Wage accredited employer
- Generous holiday allowance (including 4 shut-down days over the Christmas and New Year periods)
- Workplace pension scheme
- Staff development opportunities
- Free staff lunch
- Free on-site staff car parking
- Share of gratuities
- Free Museum entry for family and friends
- Employee discounts (off eligible purchases in the Bistro and Gift Shop)
- Attendance at company events
- Use of "ASVA" card/s to visit other Scottish member attractions free of charge

Experience Requirements:

Experience is required in Hospitality / Food and Beverage / Events at the level of Supervisor, Deputy Manager, Assistant Manager or Manager

Work authorisation:

- United Kingdom (required)

Work Location: In person