



<b>Job Title:</b>	Food & Beverage (F&B) Manager
<b>Company:</b>	Cairngorm Mountain (Scotland) Limited
<b>Reports to:</b>	Chief Executive Officer
<b>Salary:</b>	£30,000 - £35,000 per annum (dependant on experience)
<b>Contract:</b>	Full-time, permanent

### **Purpose of the Job**

The F&B Manager is accountable to the Chief Executive for providing competent standards-driven leadership support, management of expenditure and Governance, and recommendations to maximise revenue and improve services within the F&B department. This includes accountability for ensuring the F&B team is adequately resourced, operated and managed in an efficient and effective manner.

### **Role Overview**

The Food & Beverages Manager will oversee the effective running, daily operations and overall management of all outlets and activities within the F&B department at Cairngorm Mountain Scotland.

The F&B Manager will support the Chief Executive in the general management of this front of house service provision for food & beverages, including identifying opportunities for development, introducing new products or process improvements and achieving cost efficiencies, as appropriate.

The post holder will manage the Catering cost centre and lead on the overall F&B service and offering in both function and form, to include a continuous improvement of customer service standards.

With direct line management responsibility for 3 x Front of House Team Leaders and an experienced Head Chef, indirect management for both the Kitchen team and Front of House team. Overall F&B staffing will include the need for additional seasonal workers to help cover peak periods (usually school holidays). This business is a 7-days per week operation, so weekend working will be required.

The F&B Manager will demonstrate excellent leadership, communication, and organisational skills along with excellent customer service standards, to work to ensure the F&B provision at CMSL is a successful part of the product mix offering within the business that contributes to profits year-round.

### **The F&B Manager is responsible for the following areas of activity:**

- Day Lodge café and Cas Bar
- Ptarmigan restaurant & Gin bar
- Staffing and people management for the F&B department
- Stock management and control
- Budgeting and merchandising of F&B products
- Hosting corporate events and group bookings



### **F&B Operations**

- Ensuring high levels of customer service standards are delivered across the F&B function
- Liaising effectively with the Head Chef and FoH Team Leaders on day-to-day F&B operations, to provide and capture information for cascade down to team or up to SMT, as required.
- Liaising with the wider managerial team at CMSL on the catering and staffing of the F&B team when hosting events, groups and special guests onsite (e.g. coach parties, weddings, etc).
- Financial management of the department budget and monitoring of business performance
- Responsible for stock ordering and control, and overall presentation of the F&B outlets
- Identifying opportunities for cost reduction, increasing sales and implementing new ideas
- Working with the Chief Executive to maximise opportunities for business and revenue growth across the F&B department, and accountable for delivering results on objectives

### **People Management**

- Responsible for the leadership and management of staff and strategy within the department
- Leading, engaging, training, coaching and supporting 4 direct reports (3 x Front of House Team Leaders and the Head Chef/Kitchen Manager) to deliver against targets
- Managing motivation and morale for all F&B staff (kitchen team and front of house team) and dealing with people issues (e.g. rota management, attendance, presentation, and retention).
- Identifying potential skills gaps and training needs within the team
- Working with the HR Manager to attend to recruitment needs (workforce planning, interviewing, inductions, uniforms) in a timely manner and addressing performance issues (sickness/attendance management, training and development) in an appropriate manner.

### **Other**

- The post holder will support the Chief Executive in looking at future F&B service models, options appraisal, business case papers and delivery routes
- Ensuring compliance with Health and Safety procedures, risk assessments and policies

### **Location Overview**

Cairngorm Mountain is a popular snowsports destination in Scotland, located within the Cairngorms National Park. In winter, the resort is a commercial ski operation attracting over 120,000 skiing and snowboarding visitors in the busy winter period. In summer, the mountain serves as a summer tourist destination attracting circa 200,000 annual visitors.

The Cairngorm Mountain estate covers 1,418 hectares and is an internationally renowned area of scientific interest with the area containing unique natural habitats and wildlife protected by EU legislation requiring conservation and careful land management.

After significant investment from the Scottish Government, Cairngorm Mountain has now reinstated Scotland's only funicular railway, providing easy access to the top of the mountain and our Ptarmigan building. As the UK's 6<sup>th</sup> highest peak, visitors enjoy spectacular views across the Cairngorms National Park, whilst enjoying a walk, eating lunch, having a coffee and cake, or visiting our exhibition space.



## **PERSON SPECIFICATION**

The role would suit someone who has demonstrable experience of running a successful F&B function within a tourism-based business and/or a significant track record of effectively managing a diverse team delivering high-quality customer service standards in a growing business environment.

To be successful in this role, you must be able to role-model excellent leadership, communication and problem-solving skills, along with a positive yet professional attitude towards both customers and staff

### **Experience/Qualifications**

- A business or hospitality qualification (degree level, or equivalent experiential learning)
- Prior relevant experience managing an F&B function in a leisure and tourism environment
- Solid business and/or financial management acumen
- Ability to operate within budgetary guidelines and make sound commercial judgements

### **Knowledge & Skills**

- Excellent communication skills, both written and verbal (including report writing)
- Excellent financial numeracy skills (i.e. cost of sales, budgeting, stock control, reconciliation)
- Good IT skills (stock control system, ICR, Microsoft office, rota and attendance system)
- Organisational skill - able to collaborate and work effectively as part of a managerial team
- Proactive problem-solving skills, decisive yet flexible and adaptable to operational needs
- Personable yet authoritative leadership skills with the ability to give clear direction
- Able to motivate, influence and engage others, whilst remaining calm under pressure
- Knowledge of running events, dealing with group bookings and/or corporate hospitality

### **Personal Attributes/Behaviours**

- A positive and personable manager who leads by example and harnesses respect
- A motivated and adaptable individual who is not fazed by a variable/seasonal environment
- Effective problem-solver with a forward-thinking, solutions-orientated approach
- Proactive professional and driven to improve the F&B offering and service standards
- Driver with access to own car, for commuting purposes due to location (free onsite parking)

Given the nature of the leisure and tourism industry in which we operate, the role will require a degree of flexible-working including regular weekend and school-holidays as a requirement. Attendance at occasional networking events to represent the company, with overnight stays away from the place of work, may be required on an 'as needed' basis only.

**Susan Smith**  
**CHIEF EXECUTIVE**  
**May 2023**