



Job Title: Catering and Hospitality Manager

Location: Tynemouth Aquarium

Contract Type: Salary/Permanent

Salary: £22,000 to £23,000 per annum

Join the team at the our award winning Tynemouth aquarium, located on the North East coast home to an array of animals in over 40 naturally themed exhibits from around the world from the British coast, the Mediterranean, coral reef and the tropical rainforest.

Bay and Laurel is our brand new restaurant due to open early 2020.

With an Arts and Crafts inspired style it will be light, modern, family and dog friendly leading out to a terraced area our visitors will be immersed into the beautiful coastal views right on our doorstep whilst being able to enjoy great food and drink.

As well as being part of the aquarium visit, Bay and Laurel will open its doors to everybody walking alongside Longsands, enabling the successful candidate to build a strong rapport through his or her team with regular customers.

There will be an opportunity to build and grow the business with a summer evening menu and possible event hire.

The opportunities with this new venture are endless and the successful candidate should be passionate and full of enthusiasm.

Duties/ Responsibilities

As the Catering & Hospitality Manager your primary objective will be to lead your team from the frontline, delivering the highest standards of customer service, food presentation and food safety at all times whilst working closely with the Head office team to ensure the success of the business both on the ground operationally and financially.

This is a varied and very hands on role and the successful candidate should not be afraid to roll their sleeves up and get stuck in whether that's freshly preparing dishes in the kitchen, operating the dishwasher or on the front line leading the troops with your excellent customer service skills and hospitable approach.

This is permanent full time position; 40 hours per week (5 days out of 7). Flexibility is required to meet the needs of the business and shifts will include evenings, weekends and bank holidays.

You should have a positive can do attitude and thrive in a customer focused environment. You should have a proactive approach and be able to exceed our customer's needs while promoting all aspects of the business.

With at least 2 years proven track record in a Catering Management role, you will have experience managing a team; including recruitment and on the job training which will help to shape, develop and motivate your team and in turn maximise business sales opportunities.

You should have experience in stock control, managing a budget and delivering excellent results in all aspects of the role.

If you are passionate about food and hospitality and have the enthusiasm to run *your* own business in an idyllic spot with the added bonus of a strong supportive management team this could be just the role for you.

Apply today.

Key Skills

Required

- Catering Management experience, 2 years or more
- Experience of planning, driving and achieving budgeted revenue targets
- Background of using an EPOS system for ordering and stock control
- Computer skills including word and excel
- A good understanding of Cost of Sale and Margins, able to drive sales to deliver budget revenue whilst controlling costs.
- Knowledge of Food Health and Safety legislation and regulations
- Strong team leading experience, experience of staff recruitment and training.
- A can do attitude, with a passion for great food and drink
- Excellent communication skills
- Great customer service skills and a positive attitude

Desirable

- Experience of running events and functions
- Experience of producing weekly/monthly reports
- Understanding of Spend per Head and how to achieve this.
- Cash handling experience and cashier duties
- Able to forecast and plan in accordance with the business needs

Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef

Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

How to Apply

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, at: recruitment@asprouk.com. Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

Equally you can apply on our Indeed platform by searching for Aspro UK.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

Equal Opportunities

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.

