

# RATHFINNY



**JOB TITLE: TASTING ROOM FRONT OF HOUSE MANAGER**

**DEPARTMENT: WINE TOURISM - HOSPITALITY**

**LOCATION: RATHFINNY WINE ESTATE, ALFRISTON**

**RESPONSIBLE TO: EXECUTIVE CHEF**

Salary dependent upon experience. Benefits include pension, medical health insurance, wine allowance, wine training, discount on food and wine, and 25 days holiday a year on a pro rata basis.

Rathfinny Wine Estate is a family-owned business, established in 2010 to produce world-class sparkling wine from our 600-acre estate near Alfriston in East Sussex. Located in the heart of the South Downs and 30 minutes from Brighton, the 93 Ha vineyard is just 3 miles from the English Channel and lies on the same band of chalky soil that forms the Paris Basin. Recognised as an innovator in this exciting new-world region we achieved our B Corp accreditation in 2022, meaning that sustainability is fundamental to what we do. We have a bed and breakfast, cellar door and two restaurants on the vineyard.

We have an exciting position available for a Estate Front of House Manager for our Tasting Room Restaurant. As Estate Front of House Manager you will be responsible for the day-to-day running of the Tasting Room restaurant or as needed across the estate. Working alongside the Executive Chef the successful applicant will also assist with the development of the restaurant team, staff training and attendance at meetings.

This role requires excellent time management, and the ability to develop strong relationships with both the wider team and customers.

We are looking for a proactive individual with a good work ethic, high standards and, importantly, a strong attention to detail.

## **CULTURE AND CONDUCT:**

At Rathfinny Wine Estate we are committed to producing exceptional wines and experiences, enjoyed the world over, that reveal the character of our family Estate in Sussex, using methods that are kind to our land, people, community, and wider environment.

To deliver this commitment we foster an environment of high-performance and a culture of excellence which drives the production of exceptional quality products which are safe, legal and authentic, as well as providing excellent customer service.

## **POSITION OVERVIEW:**

The key requirements of this role are to oversee the daily operations & delivery of an exceptional hospitality experience for all guests visiting Rathfinny Wine Estate, by providing a consistent and high-quality standard of food, beverage & accommodation service. All staff are expected to be ambassadors of Rathfinny, imparting knowledge about the wider business operations and English Wine industry to guests. A good wine knowledge is essential for this role.

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## KEY TASKS & RESPONSIBILITIES:

- Ensure high levels of customer satisfaction through excellent service and outstanding experiences.
- In conjunction with other WT managers establishing and delivering an outstanding offer of Wine Tourism at Rathfinny Wine Estate.
- To be able to confidently recommend Rathfinny products and impart knowledge/recommendations.
- To recruit & retain a team across the Tasting Room & Flint Barns hospitality offering to an exemplary standard.
- To work with the HR coordinator to ensure new staff members- regardless of status completes the relevant induction process.
- To demonstrate excellent knowledge of the food & wine offering across Rathfinny.
- Work with your team to ensure we are on budgets & forecasts, maintaining margins & costs.
- To be knowledgeable about the wider hospitality & English wine industry- Developing and implementing strategies that will ensure a positive experience that exceeds guest's expectations.
- Be aware and understand Health & Safety policies in place- work with the Health and Safety Manager & your team to ensure all FOH staff have completed adequate training courses in line with their role.
- Ensure your team are working to and understand the current year Hospitality Strategy and that revenue targets and budget predictions are hit on a monthly basis.
- To be able to handle customer feedback & complaints courteously- providing feedback to your team to ensure service is addressed where required.
- Ensure stock levels are accurate & investigate any outstanding discrepancies.
- Ensure PMS/POS/reservations systems are fully utilised.
- Provide requested reporting to finance department on a weekly/monthly basis.
- Ensure the Tasting Room is presented to the customer in line with Brand expectations.
- Work flexibly within the role and in support of colleagues and other areas of the business as required.

## TRAINING PROVIDED

- Estate management courses as required.
- Access to WSET courses.
- There may be times where you are required to attend a training course on or off site.

## SUMMARY OF REQUIRED SKILLS

- Excellent customer service skills- attention to detail is essential.
- Proven experience in a multi-functional hospitality management role with an understanding of fine dining.
- A good knowledge of wine and a willingness to develop your knowledge. Preferably a minimum of WSET level 2.
- Self- motivated and able to work individually and as part of an enthusiastic and vibrant team.
- Excellent and proactive communicator, being at total ease with the public.
- An ability to work closely, supportively and flexibly with other team members.
- A willingness to learn about viticulture and the winemaking business.

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- Proficient with IT softwares & able to learn new hospitality systems.
- Enthusiastic and confident with a passion for food and drink.
- To be flexible with hours, working evenings and weekend days as required.
- Strong financial experience in budget management.
- Experience in recruiting and training new team members.
- Proficient understanding of hospitality procedures and best practises.

## **B C O R P**

Actively participate in B Corp certification and the adoption of the highest standard in social and environmental performance, public transparency, and legal accountability to balance profit and purpose. Teams will decide their annual targets and as a member of that team, you will be expected to show how you have contributed to them. Personal targets towards our mission are encouraged but these are not discussed and assessed in the same way.

## **EVERYONE IS WELCOME**

Rathfinny is an equal opportunities employer and actively supports Human Rights, and all Equality legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in our success.

We believe that all decisions about people at work should be based on the individual's abilities, skills, performance and behaviour and our business requirements. We are committed to the fair treatment of our staff, potential staff or users of our services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.