

JOB DESCRIPTION

Company	Kent and East Sussex Railway Company Limited
Job Title	Hospitality Manager
Job Holder	
Reports To	Commercial Manager

JOB PURPOSE

To deliver a safe, high standard service that meets or exceeds customers' service, quality & value expectations. Take a leading role in the management of the retail and catering activities. Work in conjunction with the Commercial Manager & Supervisory staff to recruit volunteer and remunerated staff and take a leading role in their personal development. Further the ongoing development of retail and catering services in conjunction with the Commercial Manager.

ROLE RESPONSIBILITIES

- Proactively manage safety in the workplace
- Ensure legislative requirements are met
- Maximise Retail & Catering profitability
- Ensure a rolling program of risk assessment reviews is maintained
- Take a leading role in recruiting, training, supervising and appraising colleagues
- Recruit and develop volunteer staff to minimise the need for remunerated employees
- Keep abreast of market trends to determine the need for improvements
- Work closely with the Commercial team in the production of promotional materials
- Manage maintenance of retail & catering areas in accordance with best practice
- Proactively manage customer complaints to maintain reputation
- Manage retail & catering budgets & accurate records of purchases & sales
- Develop new ideas for enhancing services
- Develop a close working relationship with other Department Managers
- Perform any other reasonable tasks as asked by the Commercial Manager

RESOURCES FOR WHICH THE JOB HOLDER IS ACCOUNTABLE

People	Hospitality Department personnel
Budget	In liaison with the Commercial Manager work within the allocated budget

JOB DESCRIPTION PREPARED BY

ACCEPTED BY

General Manager.....	Job Holder.....
Signature.....	Signature.....
Date.....	Date.....