

ROLE PROFILE

Franchise/Takeout Manager	
Reporting to:	Head of Retail
Role purpose: To lead a team to provide a friendly, efficient take away food service to owners, holidaymakers and locals	
Responsibilities <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Greet owners, holidaymakers and locals warmly on arrival • Ensure team takes orders in a timely manner and make recommendations that meet the needs of the customer • Demonstrate excellent knowledge of the products • Encourages team to look for opportunities for incremental sales (upselling) • Ensure all public and kitchen areas are clean and safe • Work as part of a team to create seamless service • Educates team on allergen awareness and advises on suitable products • Step in to resolve any complaints, where necessary, in a polite, empathetic and calm manner, ensuring owners, holidaymakers and locals are delighted at the outcome • Oversee, and actively participate in, the production of all products. • Assisting with kitchen preparation and cleaning duties. • Monitor stock levels and liaise with suppliers to ensure sufficient stock is available • Ensure minimal wastage to help achieve target gross profit. 	

Progression in role:	Training for role
Entry <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • 1+ years in a hospitality leadership role • Customer service experience • Able to work weekends and unsociable hours • Computer literate 	Company orientation and induction General health and safety Fire safety Food hygiene level 2 Food allergens Sample all items on take away menu Selected S.E.T. modules Cove Leader GDPR
Competent – three months <ul style="list-style-type: none"> • Team performance meets expectations • Team works well together • Stock control and budgets are on target • Has extensive knowledge of the park and its services 	Selected S.E.T. modules Budgets Performance management Disciplinary Diversity and Inclusion

<ul style="list-style-type: none"> • Presents a positive and friendly welcome to owners, holidaymakers and locals at all times • Guides team to work with customers to resolve complaints effectively • Organised and calm during busy service times • Meets Head of Retail regularly to report on business and plan ahead 	
<p>Advancing</p> <ul style="list-style-type: none"> • Promotes service to non – departmental team • Actively seeks ways to improve business 	Selected S.E.T. modules
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members • Suggests practical improvements to enhance service 	Coaching and mentoring
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Team survey Food and beverage sales Complaint ratio</p>	