

Head of Hospitality

Bolney Wine Estate in West Sussex is one of the pioneers of the English wine industry and has been a family business since 1972. We are a producer of premium English still and sparkling wines, sold across all UK channels and exported to overseas markets. We have an active, vibrant on-site experience. Offering tours, events, café/restaurant and shop.

We are very proud of the passionate and talented team we have at Bolney. We strive together to continually increase the quality of our customer experiences and the wine we produce, whilst continuing to be industry leaders.

Key Purpose

We are looking for an experienced Head of Hospitality to organise and oversee daily operations of our restaurant, shop, events and tours at our winery. You will be responsible for coordinating activities and always focused on ensuring excellent customer experience. You will need to inspire and motivate the team to deliver their very best, every day.

Responsibilities

- Build and continuously develop product knowledge for you and the team so that customers receive quality information in every interaction with any one of our team.
- Attend networking and other external events to increase revenue opportunities and achieve growth for the business.
- Bring ideas for improvements, growth and development of our site and experiences of our visitors.
- Work with the team to develop opportunities and deliver excellent customer service, growth and targets, using GAP analysis tools where possible.
- Create a warm, friendly and relaxed environment for our customers.
- Manage, build and develop a team to an elite standard.
- Ensure high standards of cleaning are achieved and consistently maintained, and ensuring food meets our specifications, following all HACCPs and legal requirements.
- Manage H&S and best practice and legal compliance for your area.
- Ensure till points and point-of-sale (POS) is managed and ensure smooth operation and meeting customer needs and expectations.
- Operate and showcase to consumers our innovative and original 'disgorgement' machine.
- Be expected to manage costings, margin and labour costs within the budget, keep waste to a minimum and use resources effectively.
- Analyse management information, recommend adjustments/changes and make deliver improvements to meet targets.
- Ensure key team members are working to and understand the 2022/23 Hospitality Strategy and that revenue targets are hit each month.
- Share customer insights with the marketing team and ensure our offerings are appropriate for our key target markets.
- Support the finance team prepare financial forecasts, costs and expenses.



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- Present revenue reports and forecasts to your senior manager.
- Managing and resolving any FOH issues and/or complaints and ensure that steps taken to establish root cause and learn from experience to prevent recurrence.
- Planning staff rotas and managing staff levels to maintain excellent customer experience in all FOH departments and for private events.
- Ensure delivery of an excellent customer experience through well trained and knowledgeable team on menus and wine pairing.
- Uphold BWE's values and be a positive ambassador for the company.
- Work flexibly within the role and in support of colleagues and other areas of the business as required.
- Ensure supplies and equipment are adequate in quantity and quality.
- Assist in pricing products or services to ensure profitability outside of wine products.
- Be an ambassador for, and expert on Bolney, Henkell and Freixenet branded wines from around the world.
- Be an 'omnichannel' expert for our group products and know how and where to direct our consumers to best locate and enjoy these.
- Ensure all records are kept properly and consistently

Requirements

- Proven experience in a multi-functional Head of Hospitality role.
- Knowledge of food and wine is desired.
- Approachable and charismatic with customers.
- To be flexible with hours, working evenings and weekend days.
- A team player and adaptable to undertake any task that is required.
- Budget management experience.
- Solid understanding of hospitality procedures and best practices.
- Excellent organisational, management and leadership skills
- Experience training and developing team members
- Outstanding communication (verbal and written) and interpersonal skills
- Problem-solving aptitude



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