



**JOB TITLE:** Operations Manager at Castle Kitchen + Bar

**JOB REFERENCE:** OMCK 01/20

**Job Purpose:** To manage all day to day operational issues at the same time as providing the highest quality services and experiences to all customers.

Castle Kitchen + Bar is one of the newest additions to Galgorm Collection. Located in the grounds of Galgorm Castle, Castle Kitchen + Bar serves up spicy street food minis, hot wings and dry rubbed beef, carefully sourced Northern Irish meat and poultry is barbecued to perfection with the distinctive char, fresh from the coals of the lump wood fire pit. Southern-inspired dishes feature across menus, peppered with an eclectic mix of classics designed to ignite taste buds from lunch, through to dinner.

If you believe you have what it takes to become an integral part of our team and can show experience in the skills below then we look forward to hearing from you.

***Why work for us? We offer:***

- Great opportunity to enhance your career with prestigious 4-star Resort
- Upon passing a 6-month probation, you will be invited to enjoy an overnight stay in one of our luxurious bedrooms as well as friends and family rates on accommodation
- Discounts on many services offered by our Spa & Golf Resort
- Training and development opportunities
- In house and external training
- Attractive pay scale on offer

***The position:***

The main responsibilities for this position are to:

- Manage all day to day operational issues relating to the Restaurant.
- Ensure that the restaurant is run efficiently daily.
- Ensure that all staff is well trained and managed.
- Ensure adequate staff cover at all times whilst achieving budgeted wage percentages.
- Demonstrate a strong focus on the customer and on the quality of service.
- Manage all delegates accordingly.
- Assist with Silverware POS installation to include input into processes, written procedures and training.
- Build strong working relationships with the Restaurant staff and to collaborate closely to drive sales and continually improve standards.
- Demonstrate effective communication skills with staff and managers at all levels



***The person:***

Applicants must:

- Have at least 2 years management experience in the hospitality industry.
  - Have an ability to lead, motivate and inspire a team.
  - Be performance driven and focused on implementing a culture of excellent customer service.
  - Have strong supervisory skills
  - Have exemplary attention to detail
  - Have excellent planning and organisation abilities
  - Have a positive and friendly attitude coupled with an enthusiastic approach to exceeding customer expectations.
  - Have a sense of pride in the delivery of high standards of presentation, hygiene and the Galgorm Spa & Golf Resort brand.
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- Have strong communication skills,
  - Have a flexible approach to working shift patterns.

**Galgorm Spa & Golf Resort are an Equal Opportunities Employer**

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

***The closing date for all applications is Friday 24<sup>th</sup> January at 12pm.***

***To apply please email your CV to [HR@galgorm.com](mailto:HR@galgorm.com), demonstrating how you meet the criteria.***