

JOB DESCRIPTION



POSITIONS: Happerley England Retail Managers

RESPONSIBLE TO: Project Manager

Passionate about artisan food? Know your stinking bishop from your cheddar? Your shrimp from your langoustine? Your chorizo from your saucisson sec?

Happerley England, the national centre of food and drink provenance in Banbury are on the search for **passionate food and drink ambassadors** to really promote the provenance of field to fork.

Positions available to manage the Cheese, Fish, Deli and Butcher counters plus the English Larder and Kitchen Garden offerings.

MAIN DUTIES:

Responsible for the management and daily operations of an artisan food unit, ensuring exceptional customer service with insightful produce knowledge and utilisation of all sale opportunities. To create a positive and lasting impression of an exceptional offering.

RESPONSIBILITIES:

- Oversee daily running of the facility ensuring the customers receive an outstanding customer experience.
- Educate and inspire consumers about provenance.
- Organise tastings, contribute to Centre events and generate new offering ideas.
- Manage staff counter rotas.
- Liaise with producers to ensure we are always at the forefront of knowledge.
- Ensure that all staff meet all standards from performance, appearance and service provision, determines assignments and division of responsibility.
- Ensure a clean and tidy operation at all times.
- Ensure that all policies and procedures related to the operation of the food and beverage department are enforced and implemented appropriately. To include

but not limited to sanitation, food prep, storage, cash and credit card processing, stock control, health and safety.

- Ensure adequate inventories are maintained.
- Utilising up sale opportunities at all times.
- Ensure all appropriate preparation is made in advance.
- Solicit and handle customer enquiries, comments, suggestions and concerns. To provide answers or determine solutions.
- Provide feedback to management regarding such things as customer comments, ideas for service improvement, strategies for revenue growth and health & safety issues.
- To undertake any further duties as requested by management.

OUR VALUES:

We expect all our staff to strive to:

- Maintain open and honest communication with food producers at all times.
- Maintain open and honest communication with customers, both internal and external, at all times.
- Create and have a positive impact on Food provenance to consumers.
- Support staff in everything they do, recognise and develop each individual's potential.
- Take complete ownership of their own actions and have pride in what they do.
- Deliver to our customer's consistent high levels of service, quality and value in everything we do.

Full and part time positions available. No experience necessary as full training will be provided.

Happerley England, based at Lock29 the canal side destination in Banbury is the UK's very first centre to celebrate food & drink provenance. A food hub like no other drawing in local, regional and national visitors to experience and celebrate the very best food and drink in the UK.

APPLY

Please send your CV and covering letter to happerleyengland@happerley.co.uk. Closing date for applications; Friday 7th August.