

BUNKERS!

CRAZY GOLF & DRINKS

JOB DESCRIPTION

TO APPLY

LOCATION: Romford
POSITION: Duty Manager
REPORTS TO: General Manager

EMAIL:
info.romford@bunkersuk.com

VISION OF THE ROLE:

To support the General Manager with overall responsibility for the delivery and development of all aspects of BUNKERS! Romford and to ensure that customer expectations are consistently met or exceeded.

To maximise revenue through the upselling of retail products and food & beverage offering.

To safeguard the long-term success of BUNKERS! Romford for its stakeholders, all team members will display determination and focus in guiding all the elements of Adventure Leisure to the highest level ensuring that BUNKERS! Romford is recognised as the premier family-centric leisure destination of the surrounding area.

MEASUREMENT OF SUCCESS:

The Duty Manager will be measured against key criteria:

- Operating profit (derived from income, retail and F&S sales)
- Annual measurement of staff engagement
- Customer loyalty measured by Net Promoter Score (NPS)
- Audits
- Regional Operations Manager reviews, operational feedback, and personal objectives

KEY RESPONSIBILITIES:

Operations

- Overall responsibility for designated shifts in absence of GM / AGM- including people management of all on-shift team members
- Maintain positive and effective relationships with customers and colleagues.
- Assist with the care and maintenance of all assets, inventory, and resources of the location.
- Manage session changeovers

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- Monitor all areas of the operation and manage issues / incidents in a timely manner.
- Plan daily / weekly rota with GM / AGM as required.
- Handover to be completed during shift changes.
- Open in morning, turning on lights, resetting alarm, heating, general opening tasks etc.
- Close in evening set alarm and make building secure.
- Ensure compliance with all BGL Health & Safety procedures.

Financial

- Implement and monitor all financial controls and ensure personal responsibility for all cash handling.
- Complete month end procedures for retail in line with BGL company stock taking procedures.
- Adhere and monitor compliance of purchasing policies and procedures.
- Ensure all BGL procedures and policies are adhered to.

Customer Experience

- Ensure that all team members consistently deliver outstanding service levels to achieve maximum customer satisfaction.

ROLE SPECIFIC REQUIREMENTS:

- Good Time management, organisation, and prioritisation skills
- Excellent Communication Skills
- Good Presentation Skills
- Strong Leadership

PREFERRED QUALIFICATIONS & EXPERIENCE:

Education:

- Level 3 Hospitality Management

Experience:

- Customer Service
- Teamwork
- Food and Beverage

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OUR VALUES:

We expect all our staff to strive to:

- Maintain open and honest communication with our customers, both internal and external, at all times
- Create and have a positive impact on our local community. Supporting regular neighbourhood events and working closely with society
- Protect and nurture our environment, consider everything from alternative work methods through to maintaining and supporting our local wildlife
- Support each other in everything we do, recognised, and develop each individuals 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
- Look for alternatives to what we do seeking out and exploiting natural resources

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