

Job Title: Hospitality Manager
Reports to: Head of Resource & Revenue
Location: Multiple venues across Scotland, as and when required

Dependably Different. Guests adore something a bit different. Bold and exciting food and drink, inventive presentation and impeccable service, designed to elevate the whole experience. And with a decade of investment in our teams, tech and quality processes, clients can depend on Hickory.

As an award-winning Scottish business, Hickory has a reputation for delivering leading-edge food and drink experiences in beautiful venues across Scotland and the Northeast of England, with a focus on innovative and invigorating menus using honest, seasonal and local ingredients that pack a punch.

The Role

Hickory is seeking an exceptional and highly skilled Hospitality Manager to oversee the delivery and execution of our events in multiple sites across the Lothians but occasionally across Scotland. The successful candidate will have at least three years' experience in a management role within the hospitality environment. The main role will be the excellent execution of our weddings and high end corporate events.

As Hospitality Manager you will be responsible for:

- Acting as overseeing the successful delivery of our event, including client liaison and team management
- Achieving the highest possible standard of customer service during events and be on hand to meet clients prior to the event, working closely with the sales/planning and operations team for a seamless handover
- Regular manager audits, meeting agreed event timeframes, achieving excellent guest satisfaction/feedback and employee quality and retention through positive onsite interaction
- Ensuring all events are run to the highest standards by being fully prepared when you come on site
- Being responsible for the Venue that you are working within and maintain the integrity of the venue
- Completing all paperwork on time and to a high quality
- Cash Handling of floats/cash at all events, including banking, Z readings and reconciliation of all monies
- Be an excellence Brand Ambassador for Hickory

HICKORY

Key Deliverables

Duties and responsibilities will include but are not limited to:

- Overseeing and ensuring that the opening and closing procedures are followed at all events
- Demonstrating natural leadership, problem solving-skills and being calm under pressure at events.
- Delivering an effective and informative team brief during events and ensuring that this standard is maintained at all events
- Working with the planning team pre-event to allow a seamless transition for the clients, in line with the company's customer journey.
- Working with our Operations teams and set-up staff, responsible for ensuring that all venues are set up to the highest of standards prior to each event
- Ensuring Hickory's technology is used to full advantage – i.e. Hickory Hub for event reporting, Deputy for team timesheets, EPOS Now for cash bar takings etc.
- Enforcing health and safety requirements during events
- Adhering to set budgets whilst striving to increase profits through excellent service and effective use of team time
- Ability to motivate and encourage colleagues to provide exceptional service in line with the company's overall vision to our highly valued customer base

The Person

We are a friendly, decent bunch and we respect our people, places and planet. We want someone who has a real drive and enthusiasm for their job, as well as for their colleagues and the company. We always put the customer at the heart of our decisions, and never accept anything less than five-star standards.

Driving License with access to a car is mandatory.

Salary: Dependent on experience

Hours: Due to the nature of our business and according to the workload it is 5 out of 7 days.

Hickory Company Values

- **Bold** - We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.
- **Genuine** - We operate with decency; we are true to our word and build authentic relationships and experiences.
- **Respect** - We treat others how we'd like to be treated ourselves. We respect our people, places and planet, and if we say we'll do it, we deliver it, exactly.
- **Partnerships** - We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.
- **Excellence** - We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.