



Job Title: Assistant Operations Manager – Front of House  
Salary: £23,000 - £25,000  
Job Type: 45 hours per week, working 5 days out of 7 including weekends  
Location: Llangollen, Wales.  
Type of Company: Exclusive Wedding Venue in North Wales

#### About us

Tyn Dwr Hall is an exclusive wedding venue located in the scenic town of Llangollen. We are privately owned - creating a caring dedicated 'work family' is key to our success, and we have been fortunate to have gained a national reputation as one of the leading Wedding destinations in the region.

We have an exciting opportunity for a passionate, enthusiastic Assistant Operations Manager to join our hard-working dynamic team. As an Assistant Operations Manager you will need to be a proactive and outgoing person with exceptional drive, enthusiastic personality and a strong background in hospitality

#### The Role:

- Ensuring that clear and direct communication is maintained through the Front of House and all other operational departments
- To take overall responsibility for the successful management of bar and beverage services
- Cellar Management and stock control
- Cash handling and operating till system
- Maintain food hygiene standards at all times
- Ensure all health and safety requirements and legislation is maintained.
- Working closely with the Operations Manager and ensuring clear and accurate communication between departments are undertaken on the handover and delivery of all weddings
- Supervision and management of all bar staff to include regular staff meetings
- Maintaining inventory and managing regular stock takes
- Mixology experience preferred
- Ordering and delivery of beverages on site within timescales and to budgets
- Maximising profit margins by maintaining drink measurement and regular audits
- Keeping up to date with beverage, cocktail and wine trends
- Driving sales and customer satisfaction
- To undertake Duty Management shifts, supervising the day-to-day smooth running of the Hall, delegating duties, helping to implement new procedures and duties, handling cash and end of day checks. Opening and locking up.
- Motivating the team.
- Train and develop new employees
- Maintaining a consistent high level of service and customer care to all of our guests at all times including reviewing customer feedback.
- Covering for the Operations Manager in their absence and providing cover for department supervisors as required



**The Person:**

- Helpful and friendly manner
- Ability to cope well under pressure and work well as part of a team
- Superb attention to detail
- Enthusiastic and energetic
- Ability to prioritise work
- Excellent communication & organisation skills with a “can do” attitude
- Well presented, professional and articulate

**In return**

- Private Health Care
- Company pension
- Opportunity to progress
- 1 full weekend off a month with other weekend dates
- Christmas day, boxing day and new year off
- Team food when on shift
- Staff discounts across the group
- Paid overtime
- Free parking
- Good flexible working hours
- Working with a hardworking dynamic team

