



Job Description

Commercial Operations Supervisor | The Top Hat Bar & Restaurant | The Path Entertainment Group



Who we are:

The Path Entertainment Group is a leading force in location-based and live entertainment, dedicated to crafting world-class, immersive experiences powered by some of the world's most iconic brands.

Our debut attraction, Monopoly Lifesized, launched in London in 2021 and quickly became a global phenomenon, expanding to Riyadh, opening in a US Tour visiting Denver, Colorado in October 2024, and more recently Charlotte, North Carolina. In partnership with Lionsgate, SAW: The Escape Experience followed in 2022, bringing fans into the twisted world of Jigsaw. Most recently, The Paddington Bear™ Experience opened in May 2024, a landmark family attraction located in the heart of London, just steps from Big Ben.

With expertise spanning producing, content development, venue management, design, marketing, and communications, The Path Entertainment Group brings together best-in-class creative and commercial talent under one roof. We are united by a shared ambition: to disrupt the entertainment space with dynamic, IP-driven experiences that captivate audiences worldwide.

Our live stage production division, Showpath, continues to push the boundaries of theatrical storytelling. Current highlights include Monopoly Lifesized (US Tour), and Dungeons & Dragons: The Twenty-Sided Tavern, now playing Off-Broadway and set to transfer to the Sydney Opera House before embarking on a major U.S. tour in 2025.

UK made – internationally focused, with major rollout planned for the US and other markets. Our key ingredient is play. We fuse competitive socialising concepts with theatricality and globally recognised brands in major city markets across the globe.



Job Title:	Commercial Operations Supervisor – The Top Hat Bar and Restaurant
Reports to:	General Management- Top Hat (or similar role of seniority)
Place of Work:	Based within Monopoly Lifesized- Tottenham Court Road
Salary:	£31,668 per annum
Hours of work:	42 hours a week, including weekends & evenings – Full-time role
Additional Hours:	To be agreed in advance including attending meetings, conferences, seminars, overseas travel and events
Pension:	Company Pension Scheme available

Overview

We are extremely excited to announce that The Path Entertainment Group are looking for an ambitious Commercial Operations Supervisor to support and lead the Food and Beverage operations within The Top Hat Bar and Restaurant, located at Monopoly Lifesized. We are looking for someone who considers themselves to be driven and creative with natural business acumen and an entrepreneurial spirit.

This role will have autonomy to drive F&B sales within the Bar and Restaurant and will lead on marketing and executing new ideas with the venue team.

Top Hat has built a strong foundation with regular corporate events and parties, and we are looking for someone who is keen to grow the business further and reach a new audience.

Key Responsibilities:

Operational Management

- Supervise and manage daily restaurant and bar operations, ensuring smooth service across all shifts.
- Lead and motivate F&B front-of-house and bar staff, providing guidance, training, and support.
- Oversee floor management during service, ensuring excellent guest experience and timely delivery of food and beverages.
- Manage the bar, including preparation and serving of high-end cocktails, wine, and premium beverages.
- Promote and nurture F&B innovation and development of product specials.
- Monitor stock levels, order supplies, and ensure proper storage and inventory control.
- Working with the F&B management team to implement and maintain high standards of hygiene, health, and safety compliance throughout the venue.



Guest Experience & Service Excellence

- Deliver exceptional service by engaging with guests, handling feedback, and resolving issues promptly.
- Additional planning, co-responsibility to plan bookings and reservations ahead of time.
- Ensure consistency and quality of cocktails, beverages, and food presentation.
- Create a welcoming atmosphere that reflects the restaurant's brand and standards.

Team Leadership

- Support recruitment, training, and development of team members.
- Schedule staff shifts effectively to meet business demands.
- Lead by example, to encourage teamwork, accountability, and a positive working culture.
- Communicate and engage the wider Top Hat team with marketing campaigns and social media concepts.

Marketing & Business Development

- Plan, execute, and manage day-to-day marketing activities to drive customer engagement and revenue.
 - Follow & uphold the Hasbro brand guidelines and approvals process.
 - Develop and implement social media campaigns, content, and promotions to highlight food, drinks, and events. In line with content creation KPI and in liaison with the Social Media Manager.
 - Collaborate with management to design promotions, seasonal offers, and events that attract new and repeat customers.
 - Monitor marketing performance, track ROI, and adjust strategies to achieve business goals.
 - Build relationships with local businesses, influencers, and community groups to increase brand visibility.
 - Analyse customer feedback and market trends to adapt strategies and identify growth opportunities.
 - Collaborate with management to align marketing initiatives with business goals and budgets.
 - Drive existing concepts, such as Drinks on the Board, and create new initiatives and implement upsell opportunities to increase F&B revenue across the entirety of the building.
 - Manage the CMS for the Top Hat website and Top Hat related content on the Monopoly Lifesized website.
 - Ensure all assets and content are organised efficiently and securely on the shared drive, and all administrative tasks are complete.
 - Explore and coordinate new listings for The Top Hat to be featured on, and ensure existing listings are up to date and refreshed.
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Knowledge, Skills and Experience

Essential

- A passion for food and beverage with a talent to convert business strategies into exceptional guest experiences.
- Suitable Marketing knowledge to build F&B led campaigns
- Experience of liaising with F&B suppliers
- Proficient with Microsoft Word, PowerPoint, Excel and Canva (or equivalent design program)
- Experience of programming/maintaining EPOS & reservation systems
- Experience of forecasting and maintaining labour margins
- Experience with F&B cash up/finance procedures.
- Confident, trouble shooting skills to solve the complex issues that can arise during service
- Result focused with the ability to take ownership of tasks
- Excellent team leader who can work flexibly to meet business requirements
- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities
- Customer focused with excellent verbal communication skills, with the ability to work at all levels within the business

Desirable:

- Personal Licence Holder (if not we will arrange this)
- First aid trained (if not we will arrange this)
- Have hand-on experience of working in a bar or restaurant
- Level 3 Food Hygiene Certified

Health and Safety:

- Proactively support the Company's health and safety agenda.
- Ensure all team members are aware of their Health and Safety responsibilities as required by the company Health and Safety Policy, monitor compliance with procedural requirements.
- To be aware of and comply with safe working practices as laid down under the Health and Safety policy as applicable to your place of work, including awareness of any specific hazards in your Workplace.
- Ensuring the wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory and ensure this is applied across all departments where applicable.
- Report any defects in the building, plant or equipment according to company procedures.
- Ensure that any accidents to team members, customers or visitors are reported immediately in accordance with correct procedures and ensure awareness of these procedures across the company.
- Attend Statutory Fire and any relevant Health and Safety training, be fully conversant with and abide by all rules concerning Fire and Health and Safety. Be vigilant in ensuring this is managed effectively across the operation.
- To be fully conversant with all Risk Assessments for your departments, COSHH Regulations, Fire and Bomb Procedures and ensure team are up to date and proactively manage their responsibilities in these areas.



Equal Opportunities

The Path Entertainment Group is an equal opportunities employer. We are committed to fostering a diverse and inclusive workplace where everyone is treated with respect and given equal opportunities, regardless of age, disability, gender identity, marital status, pregnancy, maternity, race, religion or belief, sex, or sexual orientation.

Confidentiality

Whilst working for the Company there will be access to a wide variety of confidential information concerning the Company, Customers and Team members. It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company unless otherwise stated. Please refer to the Handbook for full policy details.

This job description is intended to illustrate the main duties and responsibilities of the job. It is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature maybe added on a temporary or permanent basis, as appropriate for the expansion of the business.

To apply for this position, please send a cover letter and Job Description to jobs@pathents.com