

JOB DESCRIPTION

Job Position: Restaurant Manager

Purpose of job: Lead our multifunctional food and beverage department including restaurant, room service, bar, kitchen and events functions. You will be responsible for circa. 15 employees between the F&B departmental areas and will be expected to drive exceptional levels of customer service in all areas of food and beverage operation, ensuring your team continuously train, and motivate a professional team of staff. Reporting directly to the Operations Manager you will drive revenue targets and liaise with the Head Chef to plan and provide customers with inspiring food and beverage choices, direct the purchasing of beverage stock, recruit and ensure the continuing professional development of waiting staff, as well as guide and direct supervisory and junior managers within your team. You will demonstrate excellence in customer service and be an inspiration to others through your delivery of the highest standards of service and interaction with guests.

Responsible to: Operations Manager & Director

Liaison with: All management and employees

Main area of responsibilities

ROLE

- To ensure the Grill runs smoothly by following correct systems and procedures.
- Effective planning of the staff rota, payroll costing & controls.
- To demonstrate Management qualities by always leading by example.
- To always show a positive approach to the job role.
- To assist in creating a work environment in which employees are managed in a fair, respectful manner within a stimulating working environment.
- To communicate with the team and individuals in a friendly, courteous and professional manner.
- To take a “hands on” approach to the needs of the business.
- To take ownership for all tasks, duties and responsibilities assigned to you, ensuring they are successfully and thoroughly completed to the required standard.
- Excellent customer service skills, and people management abilities.
- To supervise the team and provide excellent customer service at all times; actively talk to customers when working in the Grill.
- To ensure we are striving to make every guest a repeat guest by providing an excellent level of service at all times.

ADDITIONAL DUTIES

- Duty Management

PRODUCT QUALITY AND SERVICE

- To check all employees are in the correct uniform and all conform to the Mour Bar and Grill Uniform Standards of Procedure. To rectify any deviances.
- Responsible, for organising specific duties per shift to ensure that every step of the customer journey is managed.
- To ensure all guests receive a greeting when they enter the Grill at the maitre d stand.
- To be a role model by consistently adhering to the Mour Bar and Grill SOP Manual, and to encourage the team to do likewise.
- To supervise the team and to ensure they all have a pro-active view towards sales, cross-selling and up-selling techniques.
- To encourage the team to educate guests about the Mour product at every opportunity.
- To brief the team at the start of services informing them of menu changes after liaising with Chef, the shift's staffing levels, business levels and pressure points.
- To ensure standards of cleanliness are maintained within the Grill area.
- To ensure that the Grill is set for service and to the required standards.
- To strive to improve the operation and to implement advice and suggestions immediately.

ADMINISTRATION

- To accurately complete any administration duties as assigned to the agreed standard and timescale.

- To be responsible for all dockets reaching appropriate departments in an acceptable timescale.
- To be responsible for accurate use of the Micros system and all cash and other payment methods during the shift including correct cash and credit cards reconciliation at the end of the shift.
- To be responsible for supervising the completion of opening and closing procedures as specified (Refer to specific Grill Training SOPs).

BUSINESS PROMOTION AND SALES

- To have a pro-active view towards promotions and sales and up-selling where appropriate.
- To maximise sales through suggestive selling techniques.
- To ensure a reasonable level of personal interest in the Hotel in general; ensuring a high level of information and service to customers; and to ensure that all general enquiries and relevant information are dealt with or referred on as appropriate.

TECHNICAL SKILLS & GENERAL

- To demonstrate observation skills to attention to detail and to rectify any deviances promptly.
- To report any malfunctioning or unsafe equipment immediately to the maintenance team.
- To be proactive in solving problems when they occur.
- To ensure the team comply with all Hygiene, Health & Safety and Licensing Legislation.

TRAINING & HUMAN RESOURCES

- To act as a role model to all new employees, by showing a positive approach to team spirit through excellent team support and communication.
- To be supportive with the training of trainees in their area of expertise.
- To attend department and staff meetings when required.
- Adhere to the Company's uniform policy at all times when on duty.
- Perform appraisals with direct subordinates.
- Maintain a high level of attendance and supervise the team and their time keeping.
- Adhere to all aspects of licensing law, trading standards, Customs and Excise regulations, food hygiene, health and safety and Company policy.
- To correctively coach & praise individuals and the team on an ongoing basis.