

Job Title: Restaurant Manager

Location:

Line Manager: Food and Beverage Manager / Operations Manager

Key Communications:

- Departmental Manager
- Other Head of Departments
- Own Team
- Line Manager
- Customers

Job Purpose / Summary:

- To control the Restaurant operations including Breakfast, Lunch and Dinner Service.
- To promote a hospitable and professional image to the guest and give full co-operation to any guest requiring assistance, with prompt, caring and helpful attitude.

Core Accountabilities & Performance Indicators

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To provide a first class service to hotel guests.	<ul style="list-style-type: none"> • To ensure all service standards are maintained. • To ensure all daily and weekly operational meetings within the hotel are happening. • To ensure the department as a function, delivers the minimum Restaurant Core Standards. • Ensure all standard checklists are used as prescribed. • To empower team to be able to handle all guest feedback for positive and negative and record correctly. • Actively consider prevention, recovery and investigation of any complaints. • Undertaking the role as toastmaster as required. • To anticipate guests' needs wherever possible and promote the hospitality edge within the hotel enhancing guest satisfaction through hospitality. • To carryout quality training and coaching in a systematic and professional using the Mission Possible training programme. • Ensure that company and legal standards for cleanliness are maintained within the department. • Ensure that the team are correctly uniformed, in line with Company Standards and understand the importance of personal hygiene. • Ensure that the team are punctual, polite, courteous and helpful to guests and colleagues at all times. • MORE TEXT ON FULL RESOURCE
Ensure all sales activity is monitored in line with company policy	<ul style="list-style-type: none"> • To communicate and share knowledge with other hotel departments. • Regularly visit competitor hotels and restaurants to compare and contrast service and product. • MORE TEXT ON FULL RESOURCE
Monitor and control departmental costs and controls	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
Support and action departmental HR and employee relations issues	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To ensure that recruitment is in line with agreed manpower / productivity levels	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To identify, provide, evaluate and monitor departmental learning and development.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
Monitor and comply with all Company and Legal statutory requirements.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To support the hotels in the achievement / maintenance of quality awards such as Investors in People	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE

Behavioural Competency Framework for a Restaurant Manager

Adaptability	<ul style="list-style-type: none"> • Flexible and adapts quickly and positively to new situations keeping emphasis on a balanced approach • Thinks ahead and develops contingencies
Communication	<ul style="list-style-type: none"> • Communicates clearly and openly both verbally and in writing • MORE TEXT ON FULL RESOURCE
Creativity	<ul style="list-style-type: none"> • Looks for fresh ideas and encourages creative thinking in the team • MORE TEXT ON FULL RESOURCE
Decision making	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
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The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: _____ (Job Holder)

Print Name: _____ (Date): _____

Signed: _____ (Line Manager)

Print Name: _____ (Date): _____

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