



Restaurant Manager – Job Description

This role reports to:

General Manager

Key Purpose of the role:

Full responsibility and accountability for the running and management of the store on a daily basis. Consistently delivering great quality food and hospitality in a clean and safe environment. Leading by example to grow the business through customer loyalty.

Responsibilities:

- Building and managing a team that continuously strives to deliver a great customer experience
- Constantly ensuring a safe environment and product for both customers and staff by adhering to all Food Hygiene, Health & Safety procedures and COSHH procedures at all times
- Through the effective use of company systems, ensure that all relevant control procedures are in place to deliver accurate Food Safety, Health & Safety, production records and effective labour and margin management
- Ensure, where possible, all key performance indicators measures are met
- Recruiting, selecting, and training employees in order to meet the agreed staffing levels, operational processes and customer experience
- Continuously striving to improve the customer experience
- Strong menu knowledge
- Ensuring customer requests and feedback, both verbal and written are responded to promptly and efficiently
- Demonstrating a high standard of restaurant and personal presentation, ensuring good personal hygiene of self and team
- Ensure that all equipment is working safely and compliant with manufacturers guidelines for operation
- Ensuring all staff are well briefed on their responsibilities and are given constant supervision and motivation on all aspects of their work
- Ensuring that in-house control systems and audit requirements are adhered to
- Complete financial awareness and understanding in dealing with budgets, labour and margin controls, full accountability for the P&L
- Controlling costs without compromising standards and customer experience.

Experience:

- Previous experience working in a management position within the restaurant industry
- Excellent communication skills with the ability to effectively manage, coach and develop the team
- Understanding and experience of dealing with budgets, labour controls and forecasting
- A working knowledge of the Microsoft Office suite of products

Personal attributes:

- Ability to build strong working relationships at all levels internally and with Franchise partners
- Integrity, presence, strength of personality
- Enthusiastic
- Self-motivated
- Positive & motivational
- Detail orientated
- Sense of urgency at all times
- Works well under pressure
- Approachable