

ROLE PROFILE

Restaurant Manager	
Reporting to:	Head of Retail
<p>Role purpose: To lead a highly-motivated restaurant team who deliver an exceptional dining experience to our owners and holidaymakers</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Manage and oversee the entire restaurant operation • Deliver superior guest services • Make sure team are familiar with dishes on menus • Train and empower team to deal with any complaints • Respond efficiently to owner or holidaymaker questions and complaints, where team is unable to satisfy them • Organise and supervise shifts • Recruit new team members • Evaluate team member performance • Work with Head Chef to estimate consumption, forecast requirements and maintain inventory • Manage restaurant non-food supplies e.g. napkins, menus, cutlery, crockery etc. • Control costs and minimise waste • Nurture a positive, fun and energetic working environment • Lead the team to present an appealing and enticing restaurant space 	

Progression in role:	Training for role
<p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Strong interpersonal skills • Positive attitude • Able to work weekends and unsociable hours • 1+ years of experience in a front-of-house management position • Strong attention to detail • Creativity • Ability to oversee and manage food service operations • Ability to remain productive when pulled in many different directions 	<p>Company orientation and induction General health and safety Fire safety Food hygiene level 2 GDPR -E-learning Food allergens Cove Leader Budgeting</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Team performance meets expectations for service quality, speed of delivery. 	<p>Diversity and Inclusion Performance Management</p>

<ul style="list-style-type: none"> • Team demonstrates high levels of food hygiene and clean environment i.e. surfaces, utensils etc. • Makes team fully aware of all ingredients in food served and can advise on allergies • Meets regularly with Head Chefs to ensure smooth service and iron out any issues • Daily briefings with restaurant teams to plan service • Regular contact with suppliers to keep appropriate levels of stock items • Takes a 'hands-on' approach when required 	Disciplinary Train the Trainer PDRs
<p>Advancing</p> <ul style="list-style-type: none"> • Highly motivated team with high retention • Oversees other teams when manager is absent for holiday, illness etc. 	
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members • Implements practical improvements to workings or department or service, in liaison with Head of Retail • Role model for the company at Owners' events and local community engagement 	Coaching and mentoring
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Team member survey Owner survey Food and beverage sales Complaint ratio F and B audit</p>	