

ROLE PROFILE

Restaurant Team Leader	
Reporting to:	Restaurant Manager
<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 • Lead and oversee team delivery of service and standards • Make sure team are familiar with dishes on menus • Empower team to deal with any complaints or respond efficiently to owner or holidaymaker questions and complaints, where team is unable to satisfy them • Help to recruit new team members • Evaluate team member performance • Manage restaurant non-food supplies e.g. napkins, menus, cutlery, crockery etc. • Control costs and minimise waste whilst on shift • Nurture a positive, fun and energetic working environment • Lead the team to present an appealing and enticing restaurant space 	

<p>Progression in role:</p> <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>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Food hygiene level 2 Food allergens Cove Leader</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Team performance meets expectations for service quality, speed of delivery. • 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 • Takes a 'hands-on' approach when required 	<p>Appraisals (PDRs)</p>

<p>Advancing</p> <ul style="list-style-type: none"> • Highly motivated team with high retention • Oversees wider 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 Restaurant Manager • Role model for the company at Owners' events and local community engagement 	<p>Coaching and mentoring</p>
<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>	