



JOB DESCRIPTION

Job Title: Deputy Restaurant and Bar Manager

1. Job purpose:

To support and assist the restaurant and bar manager at Burleigh Court, helping to ensure both areas are professionally organised and managed with a high degree of customer care, quality, cost control and revenue maximisation.

2. Duties and responsibilities:

- a. To assist in the management of the restaurant and bar at Burleigh Court, deputising in the absence of the head of department.
- b. Operations:
 - Ensure total guest satisfaction is achieved
 - Ensure that procedure is in place to maintain standards in quality, cleanliness and service delivery are followed at all times
 - Ensure all company procedures relevant to these areas are adhered to at all times.
 - Ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customer's expectation
 - Carry out duty management shifts as and when required
- c. Sales and Marketing:
 - Assist in the creation and promotion of in-house sales initiatives ensuring operations contribute proactively to the overall sales function
- d. Quality
 - Ensure all product, service and hospitality quality standards are adhered to at all times by yourself and the teams that you supervise.
- e. HR and Training:

Ensure all new team members (including casuals) are inducted, coached, mentored and trained thoroughly alongside the restaurant manager and bar manager.

f. Communication

- Ensure excellent communication exists within the restaurant and bar departments
- Attend all management meetings and training sessions as required

g. Finance

- Adhere to the financial systems in place for purchasing, revenue capture, payroll and food/liquor control.

3. Other Related Activities and Functions

The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.

The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to imago's Health, Safety and Environmental Policies and Procedures.

All staff should hold a duty and commitment to observing imago's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and imago policies/procedures.

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 agreed this job description which explains the main duties of my job.

Signed: _____ (job holder)

Print name: _____

Date: _____

PERSON SPECIFICATION

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	Essential	Desirable
Experience	<p>Relevant industry experience as a restaurant, catering, conference and banqueting supervisor</p> <p>Sound operational knowledge of restaurant, bar, conference and banqueting</p> <p>Background of successful interaction with customer service departments</p>	<p>Training, coaching and mentoring experience</p>
Skills and Abilities	<p>Proven ability to provide outstanding customer service</p> <p>Articulate with good communication and interpersonal skills</p> <p>Demonstrate strong supervisory skills</p> <p>Highly organised and able to work to tight deadlines</p> <p>Self-motivated and ability to work using own initiative</p>	<p>Use initiative and experience to ask questions and query systems in place</p>
Training	<p>Ability to demonstrate evidence of continuing professional development and a willingness to undertake further training if and when required.</p> <p>A willingness to adopt new procedures as and when required</p>	<p>Training and coaching skills</p>
Education/Qualifications	<p>Minimum GCSE Grade C (or equivalent) in Maths and English</p> <p>Computer literate – keyboard skills and familiar with Microsoft Office software and email</p>	<p>Hospitality certificate, diploma or degree</p> <p>Personal Licence</p> <p>Welcome to Excellence or similar customer service training/qualification</p> <p>Food Hygiene and Health and Safety Training/Certification</p>

<p>Other</p>	<p>Well presented with a pleasant and courteous manner</p> <p>Flexible, able to work shifts and weekends (own transport/local)</p> <p>Effective team player</p> <p>Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace</p> <p>Expected to wear imago's corporate uniform whilst on duty.</p>	<p>Second Language</p>