

## JOB DESCRIPTION FOR RESTAURANT AND BAR SERVICE MANAGER JUNE 2023

A list of job duties associated with your job title is set out below. This job description is non-contractual, and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

|                        |  |
|------------------------|--|
| <b>Job title</b>       | <b>RESTAURANT AND BAR SERVICE MANAGER</b><br><b>Burleigh Court Hotel and Holywell Park Conference Centre.</b>  |
| <b>Band</b>            | <b>B4</b>  |
| <b>Team</b>            | <b>Operations</b>  |
| <b>Purpose of role</b> | <p>To lead the restaurant and bar services across Burleigh Court Hotel and Holywell Park Conference Centre, driving and coordinating all daily business operational standards to ensure consistent customer service excellence. supporting the food and beverage operation profit and loss accounts.</p> <p>In order to support a successful food and beverage operation the Restaurant and Bar Service Manager must lead from the front, motivating, training and recruiting the highest level of staff as well as building relationships with hotel guests and clients. The Restaurant and Bar Service Manager must ensure continuous improvement is embedded into the day to day running of their department.</p> <p>There will be a focus on managing and achieving the profit and quality for all restaurant and bar operations in the hotel. The role will focus on understanding external competition and trends while enhancing the offering being flexible with all customer types daily.</p> |
| <b>Reports to</b>      | <b>Food and Beverage and Events Manager</b>  |
| <b>Manages</b>         | <b>Food and Beverage Supervisors</b><br><b>Food &amp; Beverage &amp; Conferencing Assistants</b>   |
| <b>Main duties</b>     | <ul style="list-style-type: none"> <li>• Lead the F&amp;B team by attracting, recruiting, training, and developing a high-performance team.</li> <li>• Provide inspirational, motivational, and visible leadership to all team members.</li> <li>• Accountable for staffing levels and department rotas.</li> <li>• Manage all food &amp; beverage day to day operations within budgeted guidelines and to the highest standards ensuring food and beverage quality and guest service quality within a dining or conference setting.</li> <li>• Achieve budgeted revenues and expenses and maximise profitability related to the restaurant and bar.</li> </ul>  |

|                  |   |
|------------------|---|
|                  | <ul style="list-style-type: none"> <li>• To identify revenue opportunities and execute daily.</li> <li>• Identify customer needs and respond proactively to all their concerns.</li> <li>• Establish targets, KPI's, schedules, policies, and procedures to deliver consistent excellent customer service.</li> <li>• Analyse customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvement implemented.</li> <li>• Ensure the operation is fully compliant with licencing regulations, Health and Safety policies, Food Hygiene, COSHH and Fire regulations, always ensuring the health and safety and security of all guests and team members.</li> <li>• To deputise for the Food &amp; Beverage &amp; Events Manager when away from the business leading the overall team</li> <li>• Collaborate with the Food &amp; Beverage &amp; Events Manager ensuring a fully competent meeting, events and catering operation, combining the smooth incorporation of coffee, food and drink offerings.</li> </ul> |
| People skills    | <ul style="list-style-type: none"> <li>• Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</li> <li>• Strong communication skills. Ability to communicate effectively and listen to guests and team members</li> <li>• Good judgement skills to determine reactions and responses and to make sound decisions</li> <li>• Honesty to be able to build trust with hotel guests and team members</li> <li>• Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</li> <li>• Leadership skills to motivate your team and help those around you do their best work.</li> </ul>   |
| Technical skills | <ul style="list-style-type: none"> <li>• Experience in running a conference and events / food and beverage operation within a conference and events hotel with minimum of 150 bedrooms/minimum of 200 delegates.</li> <li>• A solid food and beverage background with understanding of food and beverage trends within a high volume conference hotel.</li> <li>• Solid knowledge and functionality of a bar with key evidence of stock control and product offering.</li> <li>• Experience of managing staff effectively over multiple sites and maximising resource</li> </ul>  |

|                |  |
|----------------|--|
|                | <ul style="list-style-type: none"> <li>• Experience of motivating, training, and developing a high-performance team.</li> <li>• Good knowledge of property management systems, visual and IT systems for conference and hotel guests</li> <li>• Proven ability to increase operational profitability within food and beverage and events.</li> </ul> |
| Qualifications | <ul style="list-style-type: none"> <li>• A minimum of 2 years' experience managing a full food and beverage operation as a Restaurant and Bar manager / Food Service Manager</li> <li>• Personal licence holder</li> </ul>   |

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)  
Signature of Manager  
Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)  
Signature of employee  
Date