

JOB DESCRIPTION FOR RESTAURANT AND BAR MANAGER

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.

Job title	RESTAURANT AND BAR MANAGER Burleigh Court Hotel and Holywell Park Conference Centre.
Band	B4
Team	Operations
Purpose of role	<p>The lead and have full accountability for the day to day running of Fifty the Street restaurant and bar, driving and coordinating all daily business operational standards to ensure consistent customer service excellence. Accountable for 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 Manager, working closely with the Banqueting and Events Manager, must lead from the front, motivating, training and recruiting the highest level of team members as well as building relationships with hotel guests and clients. The Restaurant and Bar Manager must ensure continuous improvement is embedded into the day to day running of their department.</p> <p>They will focus on managing and achieving the profit and quality for Fifty the Street while keeping sight of all other food and beverage operations across Burleigh Court. The role will focus on understanding external competition and trends while enhancing the offering, being flexible with all customer types daily.</p> <p>As an Imago team member you will ensure you follow our three golden rules at all times:</p> <ol style="list-style-type: none"> 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no.
Reports to	Food and Beverage and Events Manager
Manages	Food and Beverage Supervisors Food & Beverage & Conferencing Assistants
Main duties	<ul style="list-style-type: none"> • Achieve budgeted revenues and expenses and maximise profitability related to the food & beverage department • To identify revenue opportunities and execute daily for Fifty the Street restaurant and bar • Manage Fifty the Street plus other food and beverage day to day operations within budgeted guidelines and to the highest

	<p>standards ensuring food and beverage quality and guest service quality within a dining or conference setting.</p> <ul style="list-style-type: none"> • Identify customer needs and respond proactively to all their concerns • Lead the F&B team by attracting, recruiting, training, and developing a high-performance team. • Provide inspirational, motivational, and visible leadership to all team members • Establish targets, KPI's, schedules, policies, and procedures to deliver consistent excellent customer service. • Analyse customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvement implemented • Support managing operational P+L ensuring forecasting and labour costs, purchasing is in line with budget /revenue. • 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. • To deputise for the Food & Beverage & Events Manager when away from the business leading the overall team • Collaborate with the Food & Beverage & Events Manager and the Banqueting and Events Manager ensuring a fully competent meeting, events and catering operation, combining the smooth incorporation of coffee, food and drink offerings. • Other duties and responsibilities appropriate with the level of this post.
People skills	<ul style="list-style-type: none"> • Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs • Strong communication skills. Ability to communicate effectively and listen to guests and team members • Good judgement skills to determine reactions and responses and to make sound decisions • Honesty to be able to build trust with hotel guests and team members • Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information and requests within the operation. • Leadership skills to motivate your team and help those around you do their best work.

Technical skills	<ul style="list-style-type: none"> • Experience in running a conference and events / food and beverage operation within a conference and events hotel minimum of 100 bedrooms, minimum of 100 delegates. • A solid food and beverage background with understanding of food and beverage trends within a high volume conference hotel. • Solid knowledge and functionality of a bar with key evidence of stock control and product offering. • Experience of managing team members effectively over multiple sites and maximising resource. • Experience of motivating, training, and developing a high-performance team . • Good knowledge of property management systems, visual and IT systems for conference and hotel guests • Proven ability to increase operational profitability within food and beverage and events • Evidence of managing operational P+L accounts / Budgets.
Qualifications & Experience	<ul style="list-style-type: none"> • A minimum of 2 years' experience managing a full food and beverage operation as a Restaurant and Bar manager/ Food Service Manager • Personal licence holder

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