

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Restaurant & Bar Manager
DEPARTMENT	Food & Beverage
RESPONSIBLE FOR WHICH OTHER POSTS	F&B Team Members
RESPONSIBLE TO	F&B Manager

Job Summary

Ensuring the smooth running of the restaurant and bar functions and the delivery of excellent guest service. Responsible for the operational delivery of the restaurant and bar in line with the Hotel's high standards and the expectations of the guests. Ensuring the delivery of budgeted revenues and profit through the restaurant and bar functions in line with the Hotel's 5-year plan.

Main Duties

- Oversee the entire restaurant and bar operation in a multi-site environment to the standards expected by guests and in line with the Hotel's 5-year plan.
- Ensure that the F&B team provide exemplary hospitality to guests at all times.
- Ensure that orders of food and beverage are served promptly in accordance with the Hotel's standards and expectations.
- In liaison with the F&B Manager, set departmental targets and objectives, work schedules, budgets, policies, and procedures and ensure these are aligned to the Hotel's 5-year plan.
- Ensure F&B staff adhere to the Hotel's Personal Appearance and Uniform policy, taking prompt action to deal with any breaches.
- Manage, coach, train and develop the F&B team (restaurant and bar), to enhance capability, performance and engagement.
- In liaison with the F&B Manager, research and introduce initiatives to enhance the guest experience and generate additional revenue.
- Ensure that the team have up-to-date knowledge of the Hotel's products, services, pricing and policies, as well as knowledge of the local area.
- Ensure that the team work to agreed cleaning procedures and that the highest standards of cleanliness and tidiness are maintained.
- Ensure liquor control is strictly maintained at all times, in liaison with the F&B Supervisors.

- Maintain and improve food and beverage profits by monitoring wastage and breakages and implementing remedial actions.
- Ensure revenue is maximised through correct billing opportunities at all times.
- Coach the team and ensure upselling opportunities are maximised in a discreet and professional manner.
- Report all maintenance faults to the maintenance team and follow the remedy through.
- Ensure that all standards relating to security are maintained with emphasis on liquor stocks, Hotel equipment, bar keys, bar floats and bar glasses.
- Ensure a proactive and consistent approach to stock control, cost control and cash control.
- Ensure communication procedures are effective and efficient on a day-to-day basis, so that service standards are upheld.
- Effectively administer and plan rotas, timesheets, lieu time and holidays to meet business needs and wage control.
- Carry out PDR's, one-to-ones and any other staff management processes in line with the relevant Hotel procedures.
- Oversee the recruitment and induction of new staff members.
- Demonstrate a management style that is both 'hands on' and strategic.
- Have a thorough knowledge of and adherence to the law, with regard to Licensing, Health & Safety, Food Handling & Hygiene, Fire and First Aid.
- Participate in Duty Management as rostered ensuring checklists are completed and filed.
- Take on any other reasonable duties, or carry out requests necessary to ensure we deliver the highest standard of service in the hotel

Person Specification

Experience

- Experience of working as a manager or assistant manager in either a hotel restaurant or hotel bar.
- Experience of introducing new initiatives to successfully generate revenue.
- Experience of introducing cost efficiencies and cost controls.
- Experience of setting and introducing standards and managing, coaching, training and developing a team of F&B staff.
- Experience of working at a multi-site establishment would be beneficial.

Knowledge and Skills

- Able to put the guest at the heart of everything you do.
- Driven and determined to achieve results.
- Highly motivated, enthusiastic manager and team player.
- Strong interpersonal skills; able to communicate and engage effectively at all levels.
- Report writing skills and able to use Word; Excel spreadsheets and PowerPoint.
- Able to remain focused and prioritise, work under pressure and meet deadlines.
- Good written communication skills.
- Influencing and negotiating skills.
- Ability to work on own initiative, adapt to changing demands and deal with situations pragmatically.
- Strong organisation and administrative management skills.
- Ability to think strategically.

Qualifications

- Good standard of general education (GCSE English and maths, or equivalent)
- Health and Safety awareness certificate.
- First Aid certificate or willingness to undertake.
- Hospitality qualification would be desirable.