**Job Description**

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| OVERVIEW |
| Job Title | Restaurant Manager |
| Division | IN-Q Enterprises | Department | F&B Operations  |
| Section |  | Grade |  |
| Reports To  | Director of F & B Operations  |  |
| Role Overview | The Restaurant Manager is responsible for managing the specific restaurant outlet with a focus on service standards, customer satisfaction, staffing, operational needs and financial targets.  |
| Responsibilities of RoleCustomer Service* Ensure that all outlet employees deliver the brand promise and provide exceptional guest service at all times.
* Ensure that staff provide excellent service to internal customers in other departments as appropriate.
* Observe employee-guest interaction and coach staff in guest service skills as necessary.
* Ensure that all guest and internal customer complaints and enquiries are handled in a timely, courteous and efficient manner, following through to ensure problems are resolved satisfactorily.

Financial* Ensure that each outlet is operated in line with goals to maximise profitability while delivering on the brand promise.
* Support Director of F&B Operations with preparation of the Annual Business Plan and budget for the outlet.
* Support Director of F&B Operations to analyse outlet business performance in order to facilitate accurate and meaningful forecasting.
* Proactively manage outlet costs based on key performance indicators.
* Ensure that the outlet operates in accordance with organisation and regulatory policies relating to financial record keeping and money handling.
* Assist with inventory management and ongoing maintenance of operating equipment and other assets.
* Actively participate in weekly yield and revenue management meetings, overseeing the appropriate pricing structures to maximise yield and overall profits across the entire operation.

Marketing* Look out for marketing and public relations opportunities to increase awareness and ultimately sales at the outlet.
* Proactively support Director of F&B Operations and IN-Q Head of Marketing & Communication to implement Annual Marketing Plan for F&B operation.

Operational* Pursue excellence and quality in all aspects of the outlet’s operation.
* Oversee preparation and implementation of effective manpower rosters to meet outlet operational needs.
* Monitor all outlet operations, especially during peak business periods, making resourcing adjustments where necessary.
* Ensure that employees work in a supportive and flexible manner with other departments.
* Make sure that all staff are up to date with the availability of seasonal and new products on the market.
* Work in close collaboration with Head Chef / Executive Chef and team to optimise the outlet’s operation.
* Monitor and maintain the quality standards of food and beverage products served in the outlet, providing feedback to Head Chef / Executive Chef and team where appropriate.
* Implement quality management and regulatory compliance strategies though ensuring all internal and international standards are effectively implemented, e.g. Municipality HACCP standards etc.
* Build working relationships with external suppliers and vendors.
* Establish clear direction, prioritise tasks, assign and delegate responsibility; monitor individual performance, provide regular feedback and take prompt action where necessary.
* Control costs by ensuring that the outlet operation minimises waste, spoilage and breakages.
* Drive operational profitability by upselling when opportunities to do so arise.
* Provide guidance and ensure staff members comply with IN-Q Enterprises policies, processes, practices and systems.
* Assist with management of banqueting events and other F&B activities as assigned by the Director of F&B Operations.
* Perform any other duties assigned by the Director of F&B as necessary.

**Human Resources*** Encourage and motivate employees, building trust, respect and cooperation amongst outlet team members.
* Review and approve all HR related issues ranging from staff personal issues (leaves, loan approvals) to manpower planning.
* Support Director of F&B Operations in the recruitment and selection of all outlet staff.
* Oversee the punctuality and appearance of outlet staff, ensuring that the correct uniform is worn and that staff maintain a high standard of personal appearance and hygiene, according to agreed grooming standards.
* Maximise the effectiveness of outlet staff by developing their skills and competencies through appropriate training, coaching, and/or mentoring.
* Conduct annual performance management reviews for outlet staff and support them in their professional development goals.
* Plan and implements effective training programmes for staff members.
* Ensure that staff follow all organisation and local rules, policies and regulations including those related to health and safety, security etc.
* Attend training sessions as and when required and keep up-to-date with professional /industry best practices.
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| COMPETENCIES/SKILLS |
| Competency Area (refer to guideline) | Required Level (Basic / Proficient / Advanced) |
| **Personal Management** | **Advanced** |
| **Communication** | **Advanced** |
| **Teamwork** | **Advanced** |
| **Creativity & Innovation** | **Advanced** |
| **Managing Information** | **Proficient** |
| **Research & Analysis** | **Proficient** |
| **Project & Task Management** | **Advanced** |
| **Commitment to Quality** | **Advanced** |
| **Professional Behaviour** | **Advanced** |
| **Leadership** | **Advanced** |

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| EXPERIENCE & QUALIFICATION REQUIREMENTS |
| Knowledge, Technical Skills & Experience Required | * Ability to work in a team, and with colleagues in other departments, demonstrating a collaborative approach
* Ability to exercise tact, discretion, and sound judgment
* Strong communication skills with good active listening skills
* Strong time and resource management skills to ensure project
* delivery within time and resource constraints
* Ability to use own initiative and to develop, maintain and monitor
* own work programmes to meet deadlines
* Ability to work under pressure whilst maintaining high quality of output
* Ability to prepare documents in a clear, concise manner
* Well-developed computing skills including understanding
* of relevant IT products and software (Microsoft Office, Word,
* Excel, PowerPoint, ERP).
* At least 6 years’ hospitality experience
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| Education & Certification Required | * Degree in Hospitality/ Humanities or relevant subject area
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| GUIDELINE TO COMPETENCY AREAS – WHAT IS A COMPETENCY? |
| Example Competency Area | Examples of the attributes that characterise this Competency Area |
| **Personal Management** | * Personal organisation and time management
* Demonstrates honesty and integrity (does the right thing)
* Accepts and embraces diversity
* Takes personal responsibility
* Contributes to a harmonious work environment
* Deals with the pressures of the job
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| **Communication** | * Good, clear verbal communication
* Good written and email communication
* Prepares clear instructions and follow up communication
* Proactive communication (e.g. escalates issues)
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| **Teamwork** | * Collaborates well with co-workers
* Shares knowledge
* Contributes to the team effort
* Works within the dynamics of a group (doesn’t work in a silo)
* Demonstrates accountability to the team
* Shares success amongst all stakeholders
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| **Creativity & Innovation** | * Tries innovative ways to get things done
* Uses imagination and develops new ideas
* Seeks improvements (a better way of doing things)
* Creates value
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| **Managing Information** | * Interprets and applies information from various sources
* Demonstrates numerical literacy
* Uses appropriate technology
* Creates quality documents
* Retains records of key documents and information
* Preserves confidentiality and sensitive information
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| **Research & Analysis** | * Assesses data/ information and identify opportunities for improvement
* Harnesses information from multiple sources
* Uses information to support attainment of goals
* Thinks critically and strategically
* Evaluates solutions to make decisions
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| **Project & Task Management** | * Creates and communicates clear plans
* Manages milestones, deadlines, and priorities
* Manages stakeholders using efficient communication
* Follow up (ongoing)
* Manages multiple tasks
* Addresses obstacles and issues that impact a project’s success
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| **Commitment to Quality** | * Pursues high quality in all aspects of job
* Eye for detail
* Applies best practice
* Looks for opportunities for improvement
* Remedies poor quality
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| **Professional Behaviour** | * Builds professional relationships
* Respects others and respects the law
* Observes and follows policies of the organisation and workplace
* Adapts to workplace culture
* Abides by best practice norms in industry/field
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| **Leadership** | * Demonstrates honesty and personal ethics (addressing shortfalls identified in organisation)
* Uses initiative
* Decision-making
* Sets clear goals and objectives and drives team towards them
* Leads by example
* Coaches and develops direct reports
* Supports attainment of organisation's goals and drives results
* Supports implementation of organisation’s wider strategies, plans, policies, and procedures
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