**Job Description**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 Role  Customer 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. | | | |

|  |  |
| --- | --- |
| 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** |

|  |  |
| --- | --- |
| 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 |
| Education & Certification Required | * Degree in Hospitality/ Humanities or relevant subject area |

|  |  |
| --- | --- |
| 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 |
| **Communication** | * Good, clear verbal communication * Good written and email communication * Prepares clear instructions and follow up communication * Proactive communication (e.g. escalates issues) |
| **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 |
| **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 |
| **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 |
| **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 |

|  |  |
| --- | --- |
| **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 |
| **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 |
| **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 |
| **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 |