
TITLE: Restaurant General Manager

GRADE: Level 5 Manager

RESPONSIBLE TO: Group Curriculum Director – Hospitality and Catering

PURPOSE OF JOB:

- To oversee and direct the seamless running of the business, by providing a highly efficient and effective service.
- Ensuring that all financial and statutory requirements are met and supporting the delivery of outstanding customer service.
- To implement compliance with systems and procedures.
- To support and manage students and staff in ensuring front of house service is run efficiently.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.

- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.5 To implement the College's safeguarding policies and practices.
- 1.6 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

- 3.1 Effectively oversee and direct the restaurant in a smooth and operational manner
- 3.2 Manage all staff members in the agreed standard of food service during Restaurant opening times
- 3.3 Guide and lead by example in all areas of restaurant conduct
- 3.4 Liaise and co-operate effectively with all other associated members of staff in relation to all aspects of the production and service of food
- 3.5 Induce and monitor the training of employees, ensuring they have the necessary skills to perform their duties
- 3.6 Promote the safe use of the restaurant, its equipment and building under the Health and Safety at Work acts, Hygiene and other regulations

- 3.7 Respond to any changes in the restaurant as dictated by the needs of the operations and the company
- 3.8 Implement all procedures as per company standards
- 3.9 Control and understand all costs centres, discrepancies and define corrective actions
- 3.10 To manage employees ensuring that the correct standards and methods of service are maintained
- 3.11 To ensure the efficient flow of service and standards are constantly met during service periods
- 3.12 To ensure all customer requests and queries are responded to promptly and effectively – including external event hire and large bookings
- 3.13 To positively deal with and learn from all customer complaints and comments
- 3.14 To actively seek feedback from customers on a regular basis
- 3.15 To develop customer profiling and guests knowledge
- 3.16 To build and maintain an efficient team of employees, driving the team towards the objectives of the business
- 3.17 To ensure that the restaurant's personnel budgets are strictly adhered to
- 3.18 To recruit and select staffing and student staff cover to the agreed staffing levels
- 3.19 To develop a learning culture and to ensure that all team members feel valued and rewarded
- 3.20 To ensure the department is maintaining its agreed level of operating performance at all times
- 3.21 To ensure all up selling opportunities are maximized within the department
- 3.22 To prepare department budgets or re-forecast, as requested by the GCD Hospitality and Catering
- 3.23 To ensure all department staff work hygienically and productively
- 3.24 To ensure the standards and controls for health and safety, hygiene,

risk assessments, COSHH, manual handling and produce are maintained as prescribed by legislation, the company and independent auditors

- 3.25 To have a detailed knowledge of department brand standards and be able to explain the standards to the team
- 3.26 To ensure that all in house control systems / audit requirements are adhered to at all times
- 3.27 To understand what is happening in other restaurants in the company, competitor restaurants and the external environment, and the implications for your own department.
- 3.28 To plan ahead to ensure adequate resources are available
- 3.29 To be aware of potential highs and lows in the business and customer trends, and plan accordingly

4. Person Specification:

- 4.1 Recent relevant industry experience in hospitality
- 4.2 Ability to prioritise actions and delegate effectively
- 4.3 To be self-reliant, working with minimal control and direction, acting on own initiative where necessary
- 4.4 Ability to meet deadlines and have strong time prioritisation skills.
- 4.5 Ensure all Health and Safety and Food Hygiene regulations are met within a Restaurant/Kitchen environment
- 4.6 To ensure that the agreed standards of service are supervised and adhered to
- 4.7 Strong experience in managing all aspects of financial performance, in control of all expenditure involved with running of the restaurant.
- 4.8 To communicate openly and clearly both verbally and in writing
- 4.9 To pitch information at the appropriate level
- 4.10 Strong communication skills, ensuring all staff within your team are well briefed on the daily responsibilities and are given constant supervision

and motivation in all aspects of their work

- 4.11 Communication with all relevant parties is clear, consistent and transparent
- 4.12 Able to work flexibly, including some evenings and weekends to meet the needs of the restaurant.
- 4.13 Experience of planning a head developing contingency plans where necessary.
- 4.15 Strong experience of customer service, preferable in the hospitality sector.
- 4.17 To be motivated and committed to your personal development, approaching all tasks with enthusiasm and seizing opportunities to learn new skills or knowledge in order to improve your personal performance
- 4.18 To be adaptable, responding quickly and positively to changing requirements, which may mean getting involved in procedures that are not normally part of your day-to-day responsibilities.
- 4.19 An understanding of and commitment to Equality and Diversity and safeguarding and practical ideas for their implementation in this post.

Additional Information:

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.