

# JOB DESCRIPTION

## Restaurant Manager

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### Reporting To:

- Operations Manager, General Manager, Director

### Primary Function:

To ensure, under the guidance of the Operations Manager and General Manager that a high and correct standard of service is provided and maintained at all times in the restaurant. To oversee the service of food and beverage to all guests in the restaurant. Supervise payment of customers' bills, check reservations and greet all guests on arrival and departure of the restaurant. Ensure efficient management of the restaurant and maintain to the establishments standards. Responsible for restaurant service of employees in conjunction with the General Manager and Operations Manager. To ensure the restaurant achieves weekly budgets.

**You will be responsible to carry out but not limited to all instructions & duties below:**

### Duties & Responsibilities:

- Ensure that customers receive efficient and courteous service at all times
- Carry out any requests by the Director, General Manager, Operations Manager and Head Chef
- Have a good knowledge and understanding of the restaurant's food and beverage menus
- Maintain a high standard of table service
- Follow the restaurant/company policies and procedures including with regards to wastage, breakage and personal grooming
- Maintain a high standard of restaurant equipment, crockery, cutlery and utensils, etc and ensure adequate levels of stocks are maintained
- Committed to a team environment and being a team player
- Attend to all customer queries, requests courteously and efficiently to the restaurant/company standards
- Assist fellow staff if and when required
- Ensure the restaurant is kept clean and tidy
- Ensure customer satisfaction by dealing with any complaints as they arise and within authority, or if necessary refer to the Operations Manager, General Manager or the Director
- Ensure all food, beverage and non-consumables are accounted for and charged accordingly and correctly
- Ensure the restaurant's/company property is handled with due care and that all equipment and restaurant environments are operational
- Be fully conversant with the restaurant's and company standards, operations and services and carry out duties to these standards
- Be flexible in relation to working late night hours or additional hours other than your rostered times
- Maintain good working relationships with fellow staff and managers
- Attend staff meetings
- To understand and comply to all conditions of the company Health & Safety Act
- Ensure the Receiving and Storage Areas are kept clean and tidy
- Have a full understanding of the cashier tills and pods and how food and beverage can be uploaded, modified or deleted correctly
- Ensure the cashier desk is kept clean and tidy
- Collect cash, or credit card payment from customers
- Check cash drawer at the beginning of each shift and balance the cash drawer at the end of your shift, provide accurate reporting to the Director at the end of shifts

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- Prepare layout plans, menus and any special requirements if requested
- Order wine and restaurant requirements if requested
- Assist in managing staff rosters/staff records
- Maintain standards of food safety in the restaurant area
- Impart knowledge, skills and training to restaurant staff
- Assist in managing front of house meetings