

Assistant Restaurant M A N A G E R



OVERVIEW

We are seeking an Assistant Restaurant Manager for our client, a hotel in County Wicklow.

You will ensure maximum guest satisfaction through the effective operation of the Hotel's Restaurant in accordance with company policies and annual budgets, targets and objectives.

A 39 hour week on various shifts as outlined by Management.
Reasonable additional hours if required.

FISCAL RESPONSIBILITY

Adhering to all company accounting standards including but not limited to budgets, targets etc. Ensure and maintain security of cash, credit cards and floats

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RESPONSIBILITIES

- To report for duty on time and well presented
- To ensure customer needs are anticipated and satisfied to the high standards
- To carry out duty Management shifts as required
- To develop, maintain and implement appropriate policies and procedures to support high standards of customer service and anticipation of guest needs
- To maximise sales and implement upselling procedures in the Restaurant
- To promote a helpful and professional image to guest
- To handle guest complaints in a professional and helpful manner
- To adhere to company accounting standards
- To implement and adhere to stock control procedures in your department
- In the absence of the Restaurant Manager to control the wage budget for the Restaurant through effective planning of the weekly roster
- To be responsible for the TMS function for your department
- To carry out team meetings in your department

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RESPONSIBILITIES

- To carry out performance appraisals for your team in accordance with company procedures
- To ensure wine supplies for the hotel are sufficient at all times
- To develop a high level of wine knowledge and provide advice to guests
- To ensure all customer accounts are settled in full in an accurate and timely manner
- To become and remain familiar with the operation of the Restaurant computer system
- To maximise the usage of the Restaurant computer system
- To ensure adequate staffing levels for your department in accordance with budget
- To develop, update and adhere to the SOP for your Department.
- To develop, maintain and implement appropriate recorded training (recorded on TMS system) for your department including departmental induction and SOP
- To motivate staff and develop their ability to anticipate customer needs
- To develop and maintain a team structure in the Restaurant
- To work as part of a team within the management structure
- To implement appropriate initiatives to maximise staff morale in your department

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RESPONSIBILITIES

- To ensure company communication systems are in place in your department
- To implement company human resources policies & procedures including but not limited to recruitment and selection, grievance and discipline, performance appraisal, communication and reward management
- To ensure and maintain security of cash, credit cards and floats
- To attend management meetings
- To provide management information as required
- To report accidents in accordance with company procedure
- To ensure all maintenance requirements in your department are handled in accordance with company procedures
- To implement company procedure in the event of fire or emergency
- To implement and maintain hygiene standards as set out by the Company
- To adhere to company Health and Safety policy and current Health and Safety legislation
- To take part in company internal and external training as required
- To carry out any reasonable requests by Management