

JOB DESCRIPTION

Job title: Restaurant Manager

Reporting to: Area manager/Owner

Responsibility for: Restaurant staff including supervisors, chefs, servers and kitchen staff

Location: London

Overall purpose of the job: To manage the daily operations of the restaurant, ensuring excellent customer service, efficient staff management, and achievement of financial targets.

Key activities:

1.. Operational Management

- Oversee daily restaurant operations.
- Ensure food quality, hygiene, and service standards are maintained.
- Manage opening and closing procedures.

2. Staff Management

- Recruit, train, and supervise restaurant staff.
- Create staff schedules and manage shift rotas.
- Monitor staff performance and provide feedback.

3. Customer Service

- Ensure customers receive excellent service.
- Handle customer complaints and resolve issues professionally.
- Maintain a welcoming dining environment.

4. Financial Management

- Monitor budgets, sales, and restaurant costs.
- Manage stock control and order supplies.
- Work to achieve revenue and profit targets.

5. Health & Safety

- Ensure compliance with food safety and health regulations.
- Maintain hygiene standards and safety procedures

6. To perform the job in accordance with the company's policies and procedures, especially the Equal Opportunities and Harassment Policy.

7. To perform any other duties as may be reasonably be require from time-to-time.

Any special requirements: Flexibility to work evenings, weekends and holidays, and ability to work under pressure in a busy restaurant environments.