



Title of job Restaurant Manager
 Reports to Operations Manager
 Area
 Region
 Division

Role Purpose / Capsule

1-2 sentences explaining why the position exists and its major expected results or objectives

To develop, manage and lead the restaurant team to deliver excellent service and standards.

Key accountabilities and daily responsibilities of the position in order of importance (3-8)	Level* Full/Partial/ Supporting
Deliver excellent customer service at all times	Full
Ensure all team members are fully trained to deliver excellent service and standards	Full
Ensure all customer complaints are responded to quickly and efficiently	Partial
Develop and implement customer service initiatives that promote our vision and values	Full
Lead by example	Full
Recruit new team members whose values and attitude reflect those of the business	Full
Hold regular team meetings	Full
Ensure team members are motivated, listened to and supported	Full
Monitor and measure the performance of the whole team against their KPIs, helping them to develop	Full
Champion the vision and values of the business	Full
Ensure high standards of presentation and cleanliness are met	Full
Take ownership of driving sales and covers supported by marketing and promotional activities	Full
Optimise your labour budget	Full
Manage food and variable costs within your budget ensuring all the tools are in place to deliver	Full
Ensure legal and company policies in food safety and Health and Safety processes are understood and followed	Full
Keep the restaurant secure and manage cash and other tender in a responsible and legal manner	Full
Research the local market and competition	Full
Ensure all end of week administration is accurate and completed to standard	Full
Contribute to the success of the business by carrying out any reasonable request from your manager	Full



* Full: means the responsibility is totally in the hands of the job holder, Partial: means that that decisions are shared with others, and supporting: means that the job holder supports others who have full responsibility for this area

Scope	Financial (Metric)	Financial (Values)	Non-Financial (Metric)	Non-Financial (Values)
	Traditional Recruitment metrics inclusive of:- Direct Hire % Time to Hire measurement Cost to fill			

Key Relationships List in order of frequency of communications	
Internal	External
Team members within your restaurant Operations Manager Restaurant Support Other Restaurant Managers within Area	Guests PE approved suppliers

Competency/Behavioural Indicators At PizzaExpress we follow the Schroder's frame work and for each role
General Overview – Key Points
• Able to plan and prioritise workload • Excellent verbal and written communication skills • Personable and able to speak to stakeholders at all levels



Education Qualifications, Skills and Experience Minimum knowledge requirements for the role: education (degree/qualification), experience (type) and knowledge/ technical skills	
Essential	Desirable
• Previous experience of working in a management role • Customer service experience • Experience of working to budgets • Cash handling experience • Excellent communication skills	• Previous experience of working in a management role within hospitality

Schroder's – Our behaviours	
Essential	Additional – Next level role development
Making it Happen Influencing Others Processing Information Inspiring Communicator Improving Performance Building Confidence Creating Empathy Growing Talent	

What is the global remit? Scope of application for the role holder's knowledge (typically geographies served by the role holder)	Breadth of knowledge:	
	☐	Country
	☒	Regional
	☐	Global



To be completed by HR/Talent team				
Job Graded by	Date of Grading	Authorisation by	Class	Points Total

People Management Responsibility Direct and indirect reports		
		Number of people managed in total
	☒	Team Member (individual contributor)
	☐	Matrix Manager (formal project/ dotted line reporting relationship)
	☐	Line Manager (People)