**Restaurant Manager job description**

**Job brief**

Plan, organize, direct, and coordinate the workers and resources of the restaurant for the efficient, well-prepared, and profitable service of food and beverages.

**Responsibilities**

1. Responsible for day to day restaurant operation

2. Responsible for maintaining high level of customer service and satisfaction

3. Effectively delegate jobs and responsibilities to restaurant staff

4. Communicate with management across the company to ensure effective running of the business as well customer satisfaction

5. Work with management personnel to set targets and incentives to increase turnover and profitability of restaurant

6. Review and monitor, with bookkeeper or other financial personnel, expenditures to ensure that they conform to budget limitations. Work to improve performance.

7. Supervise operation of restaurant to maximize profitability, minimize legal liability, and conform to alcoholic beverage regulations.

8. Plan wine and drinks lists suited to the restaurant and its clientele. Monitor the purchasing of supplies and perform frequent checks to ensure consistent high quality of preparation and service.

9. Work with management personnel to plan and organise restaurant events

10. Organise and oversee regular training of all restaurant staff concerning the menu, customer service, wine and drinks lists

11. Deal with customer complaints in keeping with the company’s customer service ethos and methods

12. Maintain a positive and pro active attitude at all times

13. Manage staff disagreements, grievances and situations according to the company’s staff code of conduct, procedures and relevant policies

14. Actively seek to improve skills and achieve personal development

15. Comply with all health and safety regulations.

16. Perform other duties as assigned by management

17. Comply at all times with the Staff Code of Conduct.

18. Comply with the provisions of your contract and any of our Company Policies and set an example for more junior members of staff.

19. Seek to ensure at all times that all visitors or guests on our site have the best experience possible

**Requirements**

• Thorough knowledge of Food & Beverage outlet operations including foods, beverages, supervisory aspects, service techniques and guest interaction.

• Considerable skill in math and algebraic equations using percentages.

• Ability to walk, stand, and/or bend continuously to perform essential job functions.

• Ability to move up to 100 lbs., with wheeled assistance.

• Ability to lift up to 50 lbs., and to lift lifter objects overhead.

• Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.

• Ability to work under pressure and deal with stressful situations during busy periods.