



Restaurant/Floor Manager

Job Description

Overview of the Role

The Restaurant/Floor Manager is responsible for the operational elements of the venue, including bar, dining and events space, ensuring service is consistently delivered to a high standard and product quality is similarly consistent and to high standards. The Restaurant/Floor Manager is Head of Department of the waiting team and oversees all aspects of their hiring, training, development and working environment.

Reporting Lines

Direct - General Manager

Strategic - Operations Manager, Operations Director, CEO

Specifics of the role

- > Hospitality
 - > Guest service
 - > Product Quality
- > People
 - > Team welfare
 - > Training and Development
 - > HR
 - > Health and Safety
- > Financials
 - > Labour cost
 - > Stock control
 - > Revenue driving
 - > Beverage Gross Profit Management

HOSPITALITY

Guest Service

- > Ensure adherence to service standards by full team
- > Enhance and maintain culture and practice of regular guest care
- > Ensure guest complaints are followed up in an appropriate and timely manner
- > Lead by example in service in regards to ethos of 'above and beyond' hospitality, including recommendation of products in line with 'right product to right guest'
- > Drive spend per head without compromise of guest experience

Open Table Management

- > Effectively manages Open Table Reservation system to maximise covers
- > Utilises reservation and guest note functionality to heighten guest experience and drive regular guest best practice

PEOPLE



Team Welfare

- Conduct team appraisals at relevant point in the year, supplemented by frequently occurring, less formal reviews such as one-to-ones and 'Coffee Chats' with team members
- Ensure team rotas and holidays are managed effectively to best serve team
- Enhance EPIC values and culture through reward and recognition practices
- Ensure effective communication practices are in place for efficient communication of business information

Training and Development

- Responsible for succession planning of team and subsequent management of team hiring
- Manages all process in and around recruiting for team members to ensure suitable team members are hired
- Support Training Champion in coordination of training for: EPIC Generation; and in-house training, helping to drive training focuses as dictated by service and business needs
- Have formalised training plans in place for key team members who are being developed for progression opportunities
- Attend EPIC Masters sessions to 100% completion of modular content
- Ensure 100% brief attendance of team and uses briefs as daily mini-training sessions on relevant service or product topics
- Has a pipeline of internal talent within team that is engaged and mentored to progress within site and/or ETM Group

HR

- Ensures accurate on-boarding of new site starters in efficient and timely manner
- Ensures Keesing is completed in advance of new site starters first shift
- Manage disciplinary and grievance procedures in an efficient and timely manner in accordance with company policy
- Operates best practice processes in recruiting according to EPIC criteria, to optimise candidate experience and minimise turnover due to poor recruiting

Health and Safety

- Ensures a safe working environment through adherence to company policy and maintenance of bar area in collaboration with approved contractors
- Ensures timely follow up on bar recommendations from EHO or Surefoot
- Ensures strict adherence to allergens policy and procedure
- Ensures accurate and timely follow up on any accidents or incidents occurring on site

FINANCIALS

Labour Cost

- Drives effective 'Time and Attendance' process by team members to maintain accurate labour logs
- Uses Fourth Labour Productivity system to rota accurate staffing levels according to forecast
- Is reactive to sales fluctuations during the week without compromising guest service, labour % or sales opportunities

Stock Control





- Manages department-related stock e.g. crockery, cutlery, glasses, linen to ensure appropriate stock levels are maintained and budgets are adhered to

Revenue Driving

- Drives top line food and beverage sales through appropriate sales incentives to increase Spend Per Head
- Drives top line food and beverage sales through continuous training to increase knowledge and sales potential of bar team
- Drives top line food and beverage sales through efficient service that does not compromise guest experience
- Works with management and marketing to highlight relevant revenue driving opportunities linked to specific sports days and/or local events and plans how to maximise sales opportunities appropriately

P&L Management

- Manages relevant departmental lines of P&L (whether through direct responsibility or delegation) to ensure budgets are not overspent
- Drives delivery of EBITDA through revenue driving and / or controllable costs

EPIC SUCCESS MEASURES

EXCELLENCE

- Delivers excellence in all standards and KPIs

PASSION

- Inspires and drives passion to wider team through own passion and expertise

INTEGRITY

- All business and people decisions are driven by ethos of fairness, respect and honesty

CHALLENGE AND INNOVATE

- Consistently drives change to areas of the business that can be improved for the benefit of guest, team and revenue

