

Job Description

ASSISTANT MANAGER - MPW

Position: Assistant Manager - MPW	Department: Marco Pierre Whites	Reporting to: MPW Manager - Denni North
Salary: £28,500	Contract: Permanent	Hours per week: Min 37.5 hours per week. As and when required around the needs of the business demands. 5 days out of 7

Job purpose: To ensure all guests receive outstanding customer service in Marco Pierre White's whilst delivering BandW brand standards.

Role Competencies:

Planning Timescales:

- To deliver B and W brand standards and comply with monthly reports.
- Conduct monthly brand audits.
- Ensure the department is adequately staffed at all times.
- Ability to work to specific deadlines.

Decision Making:

- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest's expectations.
- Plan and report technical issues to ensure the restaurant is fully operational.
- Strong problem-solving skills.

Impact and Influence:

- Managing and developing the team to deliver the day-to-day operation needs of the restaurant.
- To meet and exceed guests' expectations.
- Conduct daily Feed it Back (FIB) questionnaires to comply with B and W standards.
- Ability to manage change in process and policy.

Skill Level:

- Previous Leadership in a Branded Restaurant.
- Minimum 5yrs hospitality experience.
- Basic IT Skills including Excel and Outlook.
- Previous experience with Square or other POS platforms.

Communication:

- To monitor the competitive set within our local market and report back to your line manager any key observations.
- Excellent communication skill written and verbal.
- The ability to deliver training presentations.
- To conduct daily team briefings

Budget Management:

- To ensure financial budget and targets are met.
- To ensure all purchasing and procurement guidelines are followed and adhered to.
- Complete payroll forecasts

- Complete monthly financial forecasts.

Lead and Develop:

- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- Comply with B and W training platforms for the team.
- Complete own training as set by B and W.
- Attend B and W workshops in other destinations within the UK as and when required.

Operating Parameters:

- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department.
- To follow and execute any reasonable request from your line manager.
- Comply with EFL/Stadium MK rules and regulations on match/event days.
- To follow and execute all B and W policies in agreement with franchise contract.

- **Essential:**
- Previous leadership in a branded restaurant
- Excellent attention to detail
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Highest level of personal grooming.

- **Desirable**
- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level