

Assistant Restaurant Manager

Job Description and Person Specification

Position Details

Position: Assistant Restaurant Manager	Department: Restaurant and Bar	Reporting to: Restaurant and Bar Manager
Salary: £25,375 per annum	Contract: Permanent	Hours per week: 40 per week. Any 5 from 7 days

Overall Objective: To ensure the provision of excellent customer service within the ethos of Doubletree by Hilton MK

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To pro actively manage the Day to Day Restaurant, Bar and In Room Dining Operation in the absence of the Restaurant Manager. • Application of service & cleanliness standards in conjunction with the Restaurant Manager • To manage shifts whilst on duty. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To assist the Restaurant Manager in the operation of the Restaurants and Bars. • To ensure that Doubletree by Hilton Brand Standards are met by team. • To ensure complete customer satisfaction on shift. • To be able to promote products, understand composite and processes, including menu, ingredients, allergy, cooking process, service style, etc • To actively work with other departments to ensure that guests have the best experience possible. • To develop an understanding of trends and forthcoming business. • To complete activities around staff scheduling, wages, rota's audits and reporting. • To act as the designated department trainer. • To train, develop and coach Supervisors, Team Leaders and Team Members. • To conduct departmental inductions. • To ensure that all company policy and procedure is followed, including health & safety, hygiene, legislation and employment law. • To support team members during service including taking orders, hosting and food delivery 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Passion for the Hotel Industry. • Excellent product knowledge of food and drink. • Excellent organisational skills. • Team Player. • An excellent eye for detail. • A self starter with a passion for excellence. • A confident, friendly and personable manner. • High level of discretion and trustworthiness. • IT Skills • Excellent verbal and written communication skills • Excellent organisational skills. • A minimum of 2 years previous experience as a senior Supervisor or Assistant Manager in a 4* Hotel or High Street Branded Restaurant. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience of a high volume operation. • A knowledge of licensing law. • Experience using Micros

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| <ul style="list-style-type: none">• To use a range of systems including Micros POS, laptop and, ResDiary.com, Delphi and On-Q• To deal with any customer feedback or complaints and report any service or quality issues.• To process payments including credit card, room charge and cash handling.• To pro-actively manage Supervisors, Team Leaders and Team Members . | |
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