

Job Description and Person Specification

Marco Pierre White Assistant Manager

Position Details

Position: Assistant Manager	Department: Marco Pierre White - Stadium MK.	Reporting to: Restaurant Manager
Salary: 28,000	Contract: Permanent	Hours per week: Min 40 hours per week. As and when required around the needs of the business demands.

Overall Objective: To ensure all guests receive outstanding customer service in Marco Pierre White`s whilst delivering B&W brand standards

Job Description

- **Main Objectives**
- Managing and developing the team to deliver the day to day operation needs of the restaurant.
- To meet and exceed guests` expectations.
- To ensure financial budget and targets are met.
- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- 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.
- To ensure all purchasing and procurement guidelines are followed and adhered to.
- 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.
- To monitor the competitive set within our local market and report back to your line manager any key observations.
- To deliver B&W brand standards.
- Conduct monthly brand audits

Person Specification

- **Essential:**
- Previous leadership in a branded restaurant
- Excellent attention to detail
- Excellent communication skill written and verbal
- 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.
- Basic IT Skills including Excel and Outlook.
- Ability to work to specific deadlines.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.
- Previous experience with Bleep or other POS platforms.
- **Desirable**
- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

- **Summary of Duties**

- To follow all group policies and procedures inclusive of the staff handbook.
- To ensure all front of house areas are maintained and cleaned daily in line with cleaning procedures.
- To ensure Rota Horizon is reviewed daily and maintained to the required standards
- To implement all brand standards daily.
- To empower your team to be able to handle all positive and negative guest feedback.