



Job Description

Job Title:	Assistant Restaurant Manager
Accountable To:	Restaurant Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To assist the Restaurant Manager in ensuring that the restaurant is a special place to be and that it also retains its reputation as one of the best places to dine in Staffordshire.

Lead by example, proactively manage the Restaurant Team in the absence of the Manager and ensure that guests receive an exceptional seamless service commensurate with a 5* establishment.





Principal Accountabilities

1. Assist with the management of the daily operation of the restaurant, to ensure a high-quality service is provided and excellent reputation maintained.
2. Assist the Restaurant Manager with the development and performance management of team members to ensure they are well motivated, focused and valued for their contribution.
3. Act as a role model for team members, setting and reinforcing standards, including cleanliness, uniforms and personal appearance standards and mentoring team members.
4. Adhere to company standards and service levels to increase sales and minimise costs, including food, beverage, supply, utility and staff costs.
5. Ensure that all financial (invoices, reporting) processes are completed accurately, on time and in accordance with company policies and procedures.
6. Enforce best practice for food handling, general cleanliness, and maintenance of kitchen and dining areas.
7. Ensure compliance with operational standards, company policies, and statutory requirements with regard to food safety.
8. Share menu feedback with the Head Chef and ensure service feedback is shared with the Restaurant Manager and other relevant Head of Departments.
9. Reinforce the requirement for service excellence at all times from all team members.
10. Deal at first point of contact with any complaints with the aim of resolving them at the earliest opportunity to the satisfaction of guests.
11. Obtain guest feedback and identify ways of continuously enhancing the restaurant service through continuous improvement plans.
12. Ensure relevant paperwork has been completed and handed to the Restaurant Manager upon completion.
13. Ensure pre-orders are chased, returned and correct.
14. Ensure the tills work efficiently and we have buttons for each and every eventuality, consulting the Restaurant Manager with regards to any additions/removal of till functions/buttons via email.
15. Ensure opening, handover and closedown lists are updated and completed.
16. Present ideas to the Restaurant Manager with regards to future planning that could positively impact the increase of profit, consulting the Restaurant Manager with regards to any changes prior to implementation.
17. Ensure a safe working and guest environment to reduce the risk of injury and accidents.
18. Manage shifts which include daily decision making, scheduling, planning while upholding standards.
19. Ensure required stock levels are maintained in the restaurant and bars, identifying and recommending new products for the benefit of guests.
20. Report maintenance issues on Web T Card system as soon as they are identified so that all facilities are kept in full working order for the satisfaction of guests.
21. Assume the responsibilities of the Restaurant Manager when required to do so, to support the wider business.





General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description.
- Always seek to continuously improve.
- Participate in internal/external meetings and training as required.
- Positively participate in one to ones and appraisal.
- Ensure that all relevant policies, procedures and working practices are adhered to at all times.
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives.
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business.
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Undertake any other duties that may be required from time to time be required.





Person Specification

Job Title: Assistant Restaurant Manager		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Hospitality qualification	Desirable	Application
Level 2 food safety and hygiene qualification	Essential	Application
Allergen awareness qualification	Essential	Application
First aid certificate	Essential	Application
Proven Experience		
At least one years' experience in a supervisor or management role within a high-end restaurant	Essential	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of managing customer service including customer relations and complaints	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview/practical assessment
Some knowledge of sales and marketing techniques	Desirable	Interview
Able to motivate a team and motivate others outside the team to deliver an excellent service	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview





Problem solving skills – able to work on own initiative	Essential	Interview
Good IT and administration skills	Essential	Interview/practical assessment
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late nights, weekends and bank holidays	Essential	Application/Interview
Able to organise own transport to and from work	Essential	Application/Interview

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management’s discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee’s remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name: _____

Signed: _____

Date: _____

