



Moddershall Oaks

COUNTRY SPA RETREAT

Job Description

Job Title:	Restaurant Manager
Accountable To:	Food & Beverage Operations 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 ensure that the Restaurant at Moddershall Oaks is a special place to be so that guests enjoy an excellent fine dining experience. With your team, ensure the restaurant retains its reputation as one of the best places to eat in Staffordshire. Lead by example, proactively manage the Restaurant team, and ensure that guests receive an exceptional seamless service commensurate with a 5* establishment. Work closely with other managers to ensure that guest expectations are met and wherever possible, exceeded.





Principal Accountabilities

Leadership

1. Manage the daily operation of the Restaurant, to ensure a high quality service is provided and excellent reputation maintained
2. Proactive selection, 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 and mentoring team members.

Finance

1. Adhere to company standards and service levels to increase sales and minimise costs, including food, beverage, supply, utility and staff costs.
2. Work closely with the Finance Manager to monitor budgets and spend with the aim of ensuring that profit margin targets are achieved.
3. Ensure that all financial (invoices, reporting) processes are completed accurately, on time and in accordance with company policies and procedures.

Food safety and planning

1. Enforce best practice for food handling, general cleanliness, and maintenance of kitchen and dining areas.
2. Ensure compliance with operational standards, company policies, and statutory requirements with regard to food safety.
3. Ensuring a consistently high standard of food service throughout all Restaurant operations.
4. Maintain a professional Restaurant image at all times, including cleanliness, uniforms, and personal appearance standards.





Guest service

1. Reinforce the requirement for service excellence at all times from all team members.
2. Deal at first point of contact with any complaints with the aim of resolving them at the earliest opportunity to the satisfaction of guests.
3. Take all appropriate action to turn dissatisfied guests into return guests.
4. Obtain guest feedback and identify ways of continuously enhancing the Restaurant service through continuous improvement plans.

Operational Excellence

1. Ensure a safe working and guest environment to reduce the risk of injury and accidents.
2. Complete accident reports promptly in the event that a guest or employee is injured.
3. Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
4. Ensure required stock levels are maintained in the restaurant and bars, identifying and recommending new products for the benefit of guests.

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





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Person Specification

Job Title: Restaurant Manager		
Criteria	Essential or Desirable	Method of Identification
Qualifications Hospitality qualification	Desirable	Application
Proven Experience At least two years' experience within a restaurant team leadership or other senior food and beverage role Experience of providing a high standard of service to guests, ideally in a hospitality setting Experience of working in a restaurant or hotel service environment Experience of managing customer service including customer relations and complaints	Essential Essential Desirable Essential	Application Application/interview Application/interview Application/interview
Knowledge, Skills and Abilities Outstanding customer service skills Some knowledge of sales and marketing techniques Able to lead and motivate a team and motivate others outside the team to deliver an excellent service An eye for detail and accuracy Time management, able to prioritise and achieve deadlines	Essential Essential Essential Essential Essential Essential	Interview/practical assessment Interview Interview Interview Interview Interview/assessment Interview





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Excellent verbal and written communication skills	Essential	Interview/practical assessment Interview/practical assessment
Problem solving skills – able to work on own initiative	Essential	
Excellent IT and administration skills		
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

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.

Signed:

Date:





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GREAT OAKS
FROM LITTLE
ACORNS
GROW