

JOB description

Job Title:	Restaurant Manager
Accountable To:	Head of Operations TBC
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 focused 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

You will lead and manage our restaurant operation so that Moddershall Oaks is a special place to be for our guests, by overseeing the day-to-day running of the restaurant, ensuring that it is adequately resourced to provide an excellent dining experience. With your team and in collaboration with other managers, you will ensure the restaurant retains its reputation as one of the best places to eat in Staffordshire, ensuring guest expectations are met and wherever possible, exceeded.

You will manage the restaurant management team leading by example and making sure that they are executing their duties effectively and as per their job descriptions. You will take an active role on the floor, demonstrating excellent guest service at every point, and understanding all team members’ job roles inside out to effectively support them. You will



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lead training & development initiatives and understand what motivates your team to help them to succeed whilst ensuring the highest level of performance.

You will understand, monitor, and help the business to improve restaurant KPIs, balancing the restaurant operation with our overall objectives, including staff budgets, purchasing forecasts, operational capacities, and overall customer satisfaction scores.

Principal Accountabilities

Guest Service & Operational Excellence

1. Manage the day-to-day delivery and operations of the restaurant to ensure a high-quality service and maintain an excellent reputation.
2. Be a lead 'experience maker' by ensuring all team members deliver consistently excellent service. Set and reinforce service standards, build rapport with customers, and lead by example so that all guests receive outstanding service from the moment they arrive until the moment they leave.
3. Pre-empt guest needs and requirements by proactively anticipating and providing service without needing to be asked, demonstrating attentiveness and exceptional foresight in delivering outstanding guest experiences.
4. Collaborate with other managers to ensure a seamless customer journey and satisfaction, whilst maintaining effective communication and fostering harmonious relationships across departments.
5. Oversee the management of restaurant-related complaints onsite, be the first point of contact with any restaurant complaints with the aim of resolving them at the earliest opportunity to the satisfaction of guests.
6. Work with our Guest Relations Manager to utilise customer satisfaction data and feedback to drive service excellence and seek continuous improvement. Every month, analyse feedback, discuss complaints and compensation, and propose ideal solutions to prevent recurrence and mitigate financial loss. Communicate both positive and constructive feedback to your team with follow-up actions.
7. Proactively support the Food & Beverage Manager by optimising staff utilisation and flexibly deploying team members across F&B areas, ensuring strong interdepartmental co-operation.
8. Manage shifts which include daily decision making, scheduling, and planning while upholding standards, product quality, and cleanliness.
9. Take responsibility for the cleanliness and appearance of all external restaurant areas including the patio, lake decking, courtyard and balcony. Take a shared responsibility for the appearance of wider business areas, being aware and vigilant and highlighting concerns immediately.



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10. In collaboration with other managers, help us to improve wider business metrics like staff engagement, staff turnover, on-site customer spend, etc.

Finance

1. Adhere to company standards and service levels to increase sales and minimise costs, including food, beverage, supply, and staff costs.
2. Work closely with the Finance Manager and Food & Beverage Manager to monitor relevant restaurant budgets and spend, including your departmental wages, with the aim of ensuring that profit margin targets are achieved.
3. Monitor and audit tabs, discounts, item credits, and deleted items to ensure accurate billing and revenue integrity, while preventing unauthorised deletions or complimentary transactions.
4. Ensure that all receipts for food and beverages served to package guests are signed by the guest at the point of service, as this is essential for maintaining accountability for purchases and supporting the reception team in securing accurate payments. Additionally, ensure all team members adhere to this protocol without exception.
5. Ensure that all financial processes (invoices, reporting) are completed accurately, on time, and in accordance with company policies and procedures.
6. Take responsibility for banking, tabs, and the restaurant float, ensuring accuracy, investigating any discrepancies, and liaising with the Finance Manager where necessary.

Health, Safety and Resource Management

1. Enforce best practices for food handling, general cleanliness, and maintenance of all restaurant, bar, and dining areas. Ensure compliance with operational standards, company policies, and statutory requirements regarding food safety. Additionally, ensure relevant staff training is up to date
2. Maintain a professional restaurant image at all times, including cleanliness, uniforms, and personal appearance standards.
3. Ensure the relevant health and safety procedures are being followed, including emergency first aid, mental health first aid, and fire procedures.
4. Ensure a safe working and guest environment to reduce the risk of injury and accidents. Complete accident reports promptly in the event that a guest or employee is injured.
5. Ensure all equipment is in working order, reporting any maintenance issues via the Web T Cards system.
6. Manage and maintain required stock levels of crockery, cutlery, sundries, stationary, till rolls, and other relevant items to support smooth and efficient service delivery. Identify and recommend new products for the benefit of guests.



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7. Conduct stock takes as required, estimating stock requirements, and communicating order requirements to the Purchasing department. Make requests for new equipment and supplies within agreed budget levels.
8. Check in with the events team late at night before closing to offer assistance with managing challenging guests. Plan to provide support to all Food & Beverage teams during staffing shortages to ensure smooth operations.

Leadership

1. Lead and act as a role model for all team members, setting and reinforcing standards, and mentoring team members. Be proactive in order to help the business retain key players.
2. Ensure effective communication and performance management by conducting daily briefings, bi-monthly 121s, monthly team meetings, annual appraisals, and health and wellbeing reviews.
3. Conduct initial monthly and probation reviews in accordance with company standards. Be responsible for restaurant team training guides and task sheets, providing ongoing feedback and establishing training needs. Focus on motivating and developing employees to perform to high standards. Foster a culture of continuous improvement, engagement, and support.
4. Assist the business with succession planning by identifying key individuals with management potential. Focus on developing and preparing these employees for future leadership roles, ensuring they are ready to step up when opportunities arise.
5. Provide duty management support for the business whenever necessary, and particularly in the evenings, by performing pool tests and the lockdown and security of the business.
6. Check, complete, and upload rotas on Planday each week for yourself and reportees, ensuring accuracy and that they are kept up to date. Ensure a fair distribution of hours and varying shifts across the team.
7. Manage all cover for sickness absence, holidays, overtime, and shift swaps, ensuring any rota changes are communicated with as much notice as possible.
8. Monitor, record, and respond to timekeeping issues and absences, conducting return-to-work interviews in a timely fashion, and liaise with HR regarding absence monitoring needs and ongoing attendance concerns.
9. Receive and approve or decline holiday requests in accordance with the needs of the business, following the holiday procedure for all reportees.
10. Communicate recruitment needs to HR, assisting with role/personality mapping, interviews and trial shifts to ensure the right candidates are selected. Work with HR to ensure the restaurant department is adequately resourced and we deal with any performance management issues in the correct manner.



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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

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.

Print Name:	
Signed:	
Date:	



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Person Specification

Criteria	Essential or Desirable	Method of Identification
Qualifications		
Hospitality qualification	Desirable	Application
Proven Experience		
At least two years' experience within a restaurant leadership or other senior food and beverage role	Essential	Application
Experience of providing a high standard of service to guests	Essential	Application/interview
Experience of working in a high-end restaurant or hotel service environment	Desirable	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/assessment
Knowledge of sales and marketing techniques	Essential	Interview
Able to lead and motivate a team and others outside the team to deliver an excellent service	Essential	Interview
A sharp eye for detail and accuracy	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview/assessment
Problem solving skills - able to work on own initiative	Essential	Interview/assessment
Excellent written communication skills	Essential	Interview/assessment
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

