



Job Description

Job title: Deputy Restaurant Manager

Department: Godolphin Arms

Line management responsibilities: Senior Supervisors and all FOH staff

Reports to: Restaurant Manager

<p>Principal purpose of role</p>	<ul style="list-style-type: none"> • Be a leader of the FoH team ensuring excellent customer care, implementation of SOP's and continuous development of the senior supervisors and general staff. • Support the Restaurant Manager with all aspects of the FoH food and beverage operation, with ownership over events. • Contribute to the financial success of the GA, by achieving set income targets, ensuring we maximise F&B spend at every opportunity whilst controlling wage costs, wet GP's and overheads. • Assist the Restaurant Manager with HR including recruitment, inductions and performance management. • Act as Duty Manager covering shifts that include reception, evenings, weekends, school and public holidays. This also extends to sleep in cover in the absence of a Night Porter.
<p>Area of responsibility/tasks</p>	<p>General</p> <ul style="list-style-type: none"> • Champion and promote the GA food philosophy and have a detailed knowledge of the hotel's suppliers and food traceability. Be able to discuss our menus with guests and pair wine. • Liaise with the Head Chef daily to discuss the specials menu. Hold menu briefings with FoH staff. • Conduct regular restaurant checks both internal and external, identifying maintenance and H&S issues and taking appropriate action to rectify them. • Assist the Restaurant Manager in reviewing procurement of all the beverage purchasing, monitoring prices, GP's and trends. • To act as reception cover during the evenings out of peak season. • Ensure all core bar and restaurant staff are competently cross trained across bar and floor. • Take part in monthly wet stock takes and disseminate the information gained.

Staffing

- Lead by example, coach and motivate the GA team with enthusiasm and a positive attitude at all times to create a high performing team.
- Create rotas and manage staffing, ensuring we are always in line with our payroll budget.
- Carry out interviews, inductions and continuous development all FoH staff.
- Support the Restaurant Manager with appraisals for core team members and probationary reviews for the seasonal staff.

Finance

- To assist in overseeing the beverage ordering, stock control and to carry out regular stock takes to ensure budgeted GP is achieved.
- To complete end of day reconciliations of all tills and bills, including ensuring any internal charges and rooms bills and been properly allocated and any issues are resolved.
- When required carry out weekly reconciliation on payroll to the ensure FoH staff wages are paid correctly.
- Capture and record all wastage.
- Work with the Restaurant Manager to capture event business and explore all avenues to drive sales.
- Monitor staffing levels to achieve wage targets

Food & Beverage

- Resolve guest complaints quickly and efficiently ensuring immediate appropriate action is taken, always ensuring feedback is disseminated and relayed across the business at all times.
- Support the Restaurant Manager in training all staff in excellent customer service and upselling techniques.
- Have a comprehensive knowledge of allergens and dietary requirements. Ensure that the team, at all times, can confidently and consistently guide guests through our menu.
- With the Restaurant Manager develop seasonal drinks menus including wines and cocktails.
- Ensure the team maintain the cellar and stock areas to a high standard and that all procedures are followed.

Customer service

- Ensure that all visitors are greeted warmly and promptly and that all FoH staff are consistently delivering excellent customer service.
- Lead in going the extra mile to exceed our guest' expectations through customer engagement and anticipating guests needs.

	<ul style="list-style-type: none"> • Be smart, polite and helpful at all times. • Monitor guest feedback and reviews across all platforms, always working to improve guest satisfaction and expectations • Work closely with all employees within St Aubyn Estates to ensure a 360-degree approach to enhancing the visitor experience. • Be aware of all the activities offered on the Mount and other St Aubyn Estate businesses and be able to answer broader questions (or know who to ask).
Health and safety	<ul style="list-style-type: none"> • Be responsible as a duty manager for lock up, H&S, fire evacuation, first aid and emergency procedures. • Be aware of and follow risk assessments and H&S compliance in connection with all F&B related activities and events. Keep records as required. • Be vigilant for hazards and report them. • Attend all necessary training courses. • Follow safe working practices.
Communication	<ul style="list-style-type: none"> • Cascade information to the team maintaining a communicative culture, top to bottom. • Ensure effective communication between the kitchen and restaurant teams. • Carry out courageous conversations. • Have open and transparent communication with all SAE employees
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<p>The Deputy Restaurant Manager may be required to undertake other reasonable duties within the remit of this appointment.</p> <p>All employees are expected to work within the terms of their contract of employment and adhere to the St Aubyn Estate policies and the values and behaviours.</p>