



Job Title:	Assistant Restaurant Manager	Reports To:	Restaurant Manager
Based at:	DW Stadium		
Department:	Stadium Hospitality		
Job Purpose:			
To assist the Restaurant Manager in the efficient running of a quality restaurant provision through the effective management of staffing and resources.			
Jobs reporting into the job holder:		N/A	

Key responsibilities and duties
<ul style="list-style-type: none"> • Assisting the Restaurant Manager and managing the restaurant and staff in their absence. • Coordinating the front of house restaurant operation during scheduled shifts. • Cash handling, completing accounts and cashing up at the end of the shift and banking of money and managing change requirements for the floats. • Assisting the Restaurant Manager in the management of staffing and resources to provide an efficient service. • Assisting in the recruitment and training of staff and supervising them on shift. • Organising and supervising the shifts of waiting and bar staff, producing a weekly rota according to the business needs. • Meeting and greeting clients face to face and on the telephone, taking table reservations making sure that the diary is well managed. • Dealing directly with clients, ensuring that all their individual requirements are met and dealing promptly and professionally with any customer complaints. • Maintaining high standards of quality control, hygiene and health and safety. • Assisting with restocking the bar area in accordance with stock rotation guidelines. Ensuring all bar stock is kept secure and locked away safe at all times. • Adhering to the licensing objectives in accordance with legislation. • Carrying out quality control checks to ensure the service is operating at a high standard • Ensuring the restaurant provides a consistently outstanding customer service to all clients. • Meet with clients wishing to hold an event in the restaurant and be their point of contact at all times in the preparation and running of their event. • Assisting in the recruitment and training of staff and supervising them on shift. • Setting up lounge and bar areas ready for service and clearing down areas after use. • Ensuring all equipment is well maintained and correctly stored reporting any maintenance requirements to your line manager. • Anticipating customer needs whenever possible, enhancing the quality of service and in turn enhancing customer satisfaction. • Ensuring the restaurant is kept looking clean and tidy and ready for any operational business reporting any concerns to the relevant department and your line manager. • Assisting when required with wastage reports, management records and revenue figures for the monthly audit. • Responding to stock deficits in accordance with the stock takers report or as instructed by your line manager. • Identifying trends in issues and complaints regarding service quality, to implement process and deliver training to break the identified trends. • Support the team as and when required by working in all areas, waiting on, taking orders, serving buffets, and working behind the bar.

- Ensuring that table bills each evening are accurate, any known discrepancies must be reported to the Restaurant Manager.
- Ensuring that the tills are z correctly at the end of every shift, making sure that the report reads – complete.
- Polling all z reports in the back office and tallying them up to the till z reports, rectifying any errors found through the technical support on from the till Company.
- Endorsing and maintaining the licensing objectives
- Liaising with the stadium security staff on match days to ensure public safety during the game.
- Monitoring current legislation relating to the licensing act and taking appropriate action to ensure compliance.
- Opening and locking the Stadium when required to do so ensure maximum security.
- Ensuring all linen stocks are well maintained and kept secure, checking stock levels regularly and liaising with the Assistant Food and Beverage Managers when issues occur.
- Maintaining regular and effective communication with the team, make suggestions for briefing sessions for staff. Attend stadium operations meetings when required and identify any training needs throughout the department sharing this with your manager.
- Liaising with the stadium sales team to discuss future business on a regular basis and assisting them with any customer show rounds of the facilities, including sales and marketing activities.

Health and Safety:

- Fully endorse, demonstrate and carry out the company health and safety policy.
- Promote the companies health and safety culture, understand the role of the food and beverage department in relation to Health and Safety procedures.
- Comply with all Company policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically.
- Have a full knowledge of procedures for evacuation with regard to fire.
- Identify and report maintenance requirements or hazards within the workplace and to encourage any workforce to do the same to avoid injury.

General:

- To be fully co-operative to colleagues requiring assistance and to be flexible when assisting them in response to business needs.
- The Employee must at all times carry out his/her responsibilities with due regard to the policies and procedures in particular Health & Safety, Financial Authorisation, Confidentiality and with regard to the Data Protection Act.
- The Employee must act to protect all young people and vulnerable adults that are in their care or attending the Company's premises. The Employee must report any misconduct or suspected misconduct to the Head of Safeguarding.
- The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst Employees and customers.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Company.

DBS Check Required

No

Person Specification

	Essential Requirements	Desirable Requirements
Qualifications	<ul style="list-style-type: none"> • GCSE's or equivalent in English and Maths. • Basic hygiene qualification as a minimum. 	<ul style="list-style-type: none"> • Personal License Holder. • First Aid at Work • Certificate for Fire Marshal • NVQ Level 2 or 3 in Hospitality

		Management <ul style="list-style-type: none"> • Health and Safety level 2 • Costings and GP Management Personal License Holder
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in and managing a Restaurant. • A proven track record of successfully managing a team, delivering a quality service to customers. • Able to deliver relevant training to staff. • Ability to effectively manage resources against budget and business plans • Previous experience of using EPOS systems. • Able to identify current market trends and ability to implement these trends into the Restaurant menu and service style. 	
Knowledge & Skills	<ul style="list-style-type: none"> • Proven written and oral communication skills and the ability to articulate information and influence others. • IT literate, with the ability to use the full Microsoft Office package. • Meticulous at checking detail. • Ability to work under pressure and to deadlines. • Ability to organise own and others workloads and to prioritise effectively. • Knowledge of Health & Hygiene legislation, (HACCP) 	<ul style="list-style-type: none"> • Health and Safety level 2 • Costings and GP Management
Personal Qualities	<ul style="list-style-type: none"> • Ability to adapt and take on new initiatives • Self-motivated with a passion to succeed. • Ability to work as part of team. • Willingness to learn and continuously develop. • Assertive, calm with the ability to work well under pressure. • Flexible to meet the requirements of the needs of the business • Proven ability to maximise customer experience. • Ability to influence change and improvement in standards and practices. 	

I confirm that I have read and agreed to this job description outlining the main duties of my role.	
Job Holder:	
Signed:	Date: