

ASSISTANT RESTAURANT MANAGER

DESCRIPTION:

Position: Assistant Restaurant Manager

To ensure all guests are greeted with a friendly welcome and offered the highest standards of guest care and customer satisfaction in line with accredited AA, NITB and Company service standards.

Duties:

- Responsible for standards, development and supervision of staff
- Ensure time and attendance system is accurately maintained and in accordance with HR procedures
- Roster according to the needs of the business and plan holidays to ensure staffing levels and business levels are properly maintained
- To ensure all targets are achieved financially
- Responsible for stock takes and accurate recording and reporting of data to the Accounts department
- Develop and motivate staff, with all aspects of training to maximise employee productivity and guest satisfaction.
- In the absence of the Manager to ensure the smooth running of each shift and ensure the department is adequately prepared at all times.
- Ensure all elements of guest awareness and care practices of personalising service are carried out at all times, monitor comment cards and identify key areas for improvement.

Ideal Candidate:

- 3 years service experience in the hospitality industry
- 2 years supervisory experience
- IT literate and flexibility to undertake shift work
- Confident and approachable character

Health & Safety:

- To be aware of and adhere to all Health, Fire and Safety Procedures and to remain vigilant to possible risks and ensure that anything of a suspicious nature is reported to management.

Miscellaneous:

- Maintain high level of Standards, Personal Hygiene, Uniform, Appearance and conduct.
- To attend all meetings and training courses requested by your Departmental Manager or Human Resources and Quality Officer.
- To continuously seek to improve your department's efficient operation and standards.
- To be fully conversant with the sales function within your departments and to take every opportunity to optimise sales.
- To assist with observing security measures for the hotel and report anything that may appear suspicious.
- To pass on all lost property to the Accommodation Department.
- To ensure all maintenance needs are reported to the Maintenance Supervisor / Duty Manager.

Lough Erne Resort relies upon the flexibility of its staff to ensure the continuity of the high standards currently being achieved. As such, this job description is only intended to be a guide to the most regularly performed duties, it does not form part of your contract of employment and is subject to amendment and change as may be considered necessary from time to time.

INTERESTED IN APPLYING?

Application forms can be requested from: The HR Department, Lough Erne Resort, Belleek Road Enniskillen, Co. Fermanagh BT93 7ED. Tel: +44 (0)28 66345714 or email hr@loughernereresort.com, for further information.