

# CATALINA RESTAURANT MANAGER

## **DESCRIPTION:**

**Position:** Catalina Restaurant Manager

The Catalina Restaurant Manager is an integral contributor to the overall success of the Lough Erne Resort experience overseeing our flagship restaurant and private dining space. The Catalina Manager must demonstrate high levels of professionalism, attention to detail and expertise within the role. The ideal candidate must thrive in a dynamic, fast paced environment, maintaining a courteous demeanor with both guests and employees. Responsible for the financial success of the Catalina Restaurant whilst meeting and working towards exceeding weekly and monthly targets, the successful candidate will have a proven ability to lead a team and direct the vision of the highest quality operation. They must possess strong operational planning and execution for each shift, ensuring all guests receive a 5-star experience in our 3AA Rosette standard restaurant, at all times. With a keen eye for detail and service, they will ensure all employees deliver the standard set out in our 5-star experience, working alongside our chefs to ensure excellence at all times.

## **Key Roles:**

- The ability to communicate clearly and openly creating an atmosphere of mutual trust and teamwork within the department.
- Working with the resort chefs and marketing department to create regular promotions and public relation experiences that elevate the guest experience, increase revenue and drive brand growth.
- Superior knowledge of Restaurant operations, with particular focus on budget.
- Proven ability to effectively lead in a variety of situations with guest needs, flexible leadership style.
- The ability to perform to a high standard and to remain composed under pressure.
- The Restaurant Manager will lead our service team in the day-to-day operation of the Restaurant, overseeing all outlet operations whilst ensuring guest satisfaction.

## **Desired Skills & Experience:**

- Minimum 3 years management experience in Restaurant operations with the ability to multi-task, and change priorities constantly and as needed in a fast paced environment
- Ensuring there is consistency of quality and efficiency of food & beverage service. Ensuring 5-star standards are always maintained.

- Experience of working closely with a Restaurant team and culinary team to ensure consistent standards
- The ability to be visible in the operation, ensuring each service is smooth and efficient.
- Experience of communicating with employees and managers to ensure operational needs are met.
- Flexibility to work on different shifts, weekends and holidays.
- The ability to coordinate personal training to guarantee a high level of service and productivity.
- Experience of motivating and developing a team, leading by example and instilling a culture of continuous learning and improvement among your staff.
- You are actively involved in identifying and assessing the needs of your team and investing in their career development through effective coaching, training and by instilling company values and standards.
- In depth knowledge of fine wines and beverages, with experience of compiling wine lists.
- Ability to think outside the box and being creative with service standards.
- Passion for delivering a 5-star experience.

**Catalina Restaurant Manager will also have the following responsibilities:**

**Budgets:**

- To ensure all targets are achieved financially.
- To be up to date with all aspects of the financial management manual.

**Rosters:**

- To complete a fortnightly roster according to the business in line with the budgetary control.
- Ensure that all staff holiday entitlements are allocated within the year and accurately recorded.

**Wages:**

- To implement a strict wage control system to ensure adequate staffing numbers are always on duty, to deliver full guest satisfaction, but within budgeted guidelines by personally monitoring the roster and TMS and to take the necessary corrective action.
- TMS updated and completed on time to Accounts/Payroll

**Operations:**

- To ensure that the daily operations of your department run efficiently to the standards expected of a 5 star hotel.
- To ensure that all personnel within your departments adhere to their specific responsibilities as designated by their job description and to develop these personnel, in all aspects of their duties and to highlight to the Deputy General Manager/Human Resources Manager any weakness, for the main reason of training and development.

**Communication:**

- To develop a communication system within your department to include regular meetings and written communication ensuring all staff members are aware of developments within the hotel. A record of these meetings should be copied to the DGM and HR Manager.

**Guest Satisfaction:**

- To ensure that all guests' feedback is followed up with appropriate action, training, disciplinary action etc, to ensure that the standards are maintained at all times throughout the department.

**Motivations:**

- To foster and develop efficient employee relations throughout the Hotel through the use of leadership skills and motivation to maximise employee productivity and satisfaction.

**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](mailto:hr@loughernereresort.com), for further information.