



JOB DESCRIPTION

JOB TITLE	Assistant Restaurant Manager
REPORTS TO (name and job title)	Restaurant Manager
PURPOSE OF THE JOB To ensure maximum guest satisfaction through the effective operation of the Hotels Restaurant in accordance with company policies and annual budgets, targets and objectives.	
MAIN RESPONSIBILITIES (outline main responsibilities/duties – consider safety/equipment required) To report for duty on time and well presented To ensure customer needs are anticipated and satisfied to the high standards To carry out duty Management shifts as required To develop, maintain and implement appropriate policies and procedures to support high standards of customer service and anticipation of guest needs To maximise sales and implement upselling procedures in the Restaurant To promote a helpful and professional image to guest To handle guest complaints in a professional and helpful manner To adhere to company accounting standards To implement and adhere to stock control procedures in your department In the absence of the Restaurant Manager to control the wage budget for the Restaurant through effective planning of the weekly roster To be responsible for the TMS function for your department To carry out team meetings in your department To carry out performance appraisals for your team in accordance with company procedures To ensure wine supplies for the hotel are sufficient at all times To develop a high level of wine knowledge and provide relevant advice to guests To ensure all customer accounts are settled in full in an accurate and timely manner To become and remain familiar with the operation of the Restaurant computer system To maximise the usage of the Restaurant computer system To ensure adequate staffing levels for your department in accordance with budget To develop, update and adhere to the SOP for your Department. To develop, maintain and implement appropriate recorded training (recorded on TMS system) for your department including departmental induction and SOP To motivate staff and develop their ability to anticipate customer needs To develop and maintain a team structure in the Restaurant To work as part of a team within the management structure To implement appropriate initiatives to maximise staff morale in your department To ensure company communication systems are in place in your department To implement company human resources policies & procedures including but not limited to recruitment and selection, grievance and discipline, performance appraisal, communication and reward management To ensure and maintain security of cash, credit cards and floats To attend management meetings To provide management information as required To report accidents in accordance with company procedure To ensure all maintenance requirements in your department are handled in accordance with company procedures To implement company procedure in the event of fire or emergency To implement and maintain hygiene standards as set out by the Company To adhere to company Health and Safety policy and current Health and Safety legislation To take part in company internal and external training as required To carry out any reasonable requests by Management	
CONTACTS (Consider internal contacts – colleagues/supervisors/management)	Guests, Restaurant Staff, Kitchen Staff, Suppliers, General Manager, Duty Managers, HOD.s, Human Resources, Maintenance Department and others as required

FISCAL RESPONSIBILITY (including cash handling)	To adhere to all company accounting standards including but not limited to budgets, targets etc To ensure and maintain security of cash, credit cards and floats
PEOPLE RESPONSIBILITY	Restaurant Staff
CIRCUMSTANCES (e.g hours of work / work environment)	39 hour week rostered over 7 days Reasonable extra hours as required Various shifts as outlined by Management

Signed on behalf of the Glenview Hotel:

Date: _____

I acknowledge receipt of this job description. I have read the document and understand and agree its content.

Signed: _____

Date: _____