

JOB DESCRIPTION

Position: RESTAURANT MANAGER

Location: Within the overseas programme, as stated in your covering letter

Reports to: Hotel Manager

As Restaurant Manager you will provide a welcoming atmosphere for the guests, help train the Hotel Assistants, and ensure that the high standards that the company expects are maintained. You will also be responsible for the smooth running of the restaurant.

Your responsibilities and duties:

Pre-season

- Attend the pre-season training course.
- Assist the Senior Management team with training the staff at the hotel training venues.
- Assist with the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' areas are well presented.
- Assist in with the production of detailed inventories of the restaurant and guest rooms in the hotel.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Hotel.
- Help compile information about your resort and create the hotel notice boards and information files.

During the Season

Guest Relations

- Provide and maintain, as part of the hotel team, a first class service to our guests.
- Welcome the guests into the hotel on their arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that all guests are aware of the hotel staff day off and the arrangements for breakfast and that there is no evening meal.
- Deal with any problems or issues that may arise promptly and effectively.
- Inform the guests of details and times of departure
- Serve and converse with guests in a friendly professional manner.

Restaurant Service

- Provide service during breakfast, childrens lunch, afternoon tea, high tea and the evening meal.
- Supervise the running and turn around of the restaurant at breakfast, childrens lunch, afternoon tea, high tea and the evening meal.
- Ensure that all evening meal orders are taken during breakfast service.
- Liaise with the Hotel Management regarding the seating plan for each evening meal.
- Ensure that wine service is carried out correctly and water replenished.
- Ensure that any possible listed wine sales are made
- Ensure that the Tea Area is always spotlessly clean and fully stocked.
- Serve the aperitif and canapés from 7:30pm.
- Train the Hotel Assistants who work shifts in the restaurant.
- After each shift, ensure that the restaurant is left spotlessly clean and all preparation for the next service has been completed.
- Liaise with the Hotel Manager regarding the rota of the Hotel Assistants working restaurant shifts.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Ensure that the store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a weekly deep clean in preparation for new guests.
- Report any maintenance issue to the Hotel Manager.
- Assist with the distribution of deliveries of restaurant/bar supplies and resort cleaning products if required.
- Carry out a weekly restaurant supplies stock take and submit to the Hotel Manager.

Health and Safety

- Show due diligence at all times and be aware of any hazards.

- Assist in producing a risk assessment of the hotel and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Heath & Safety, Hygiene and Fire Checks.

Flexibility

- Assist with any other duties as requested by your Hotel Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)
- Attend weekly staff meetings.

Resort Administration

- Complete the weekly restaurant supplies orders and submit to Hotel Manager.
- Assist in the completion of the weekly hotel reports.
- Ensure that the restaurant menu cards are kept clean and up to date.
- Ensure that wine menus are kept clean and in good state of repair.

Post-Season

- Assist with the cleaning and closing down of the Hotel and staff accommodation.
- Ensure that all company property is correctly packed and stored.
- Assist with the compilation of the End of Season Report for the resort.

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