



## Restaurant Manager job description

To join our enthusiastic team and be part of Outlaw's Fish Kitchen please read the below before applying.

Employer: Nathan Outlaw Restaurants Ltd.

Job role: Restaurant Manager (full time)

Location: Outlaw's Fish Kitchen, 1 Middle Street, Port Isaac, Cornwall, PL29 3RH

Rate of pay: £18k-22k per annum, plus tips (paid monthly)

### **Applicants will need to demonstrate:**

- A positive and ambitious mind set.
- Self motivation and a passion for hospitality.
- Excellent communication and customer service skills.
- Excellent interpersonal skills.
- Experience in a previous high customer turnover restaurant
- Management experience, including: Beverages/wine, staff training, profit margins and operating costs.

### **Job purpose:**

Oversee and coordinate the running, planning, organizing, training and leadership (relating to all restaurant Front of House) necessary to achieve objectives in sales, costs, guest service and satisfaction.

### **Tasks and responsibilities**

1. Responsible for day to day restaurant operation
2. Responsible for maintaining high level of customer service and satisfaction
3. Effectively delegate jobs and responsibilities to restaurant staff
4. Communicate with management across the company to ensure effective running of the business as well customer satisfaction
5. Work with management personnel to set targets and incentives to increase turnover and profitability of restaurant
6. Review and monitor, with bookkeeper or other financial personnel, expenditures to ensure that they conform to budget limitations. Work to improve performance.
7. Supervise operation of restaurant to maximize profitability, minimize legal liability, and conform to alcoholic beverage regulations.
8. Plan wine and drinks lists suited to the restaurant and its clientele. Monitor the purchasing of supplies and perform frequent checks to ensure consistent high quality of preparation and service.
9. Work with management personnel to plan and organise restaurant events



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- 10.** Organise and oversee regular training of all restaurant staff concerning the menu, customer service, wine and drinks lists
- 11.** Deal with customer complaints in keeping with the company's customer service ethos and methods
- 12.** Maintain a positive and pro active attitude at all times
- 13.** Manage staff disagreements, grievances and situations according to the company's staff code of conduct, procedures and relevant policies
- 14.** Actively seek to improve skills and achieve personal development
- 15.** Comply with all health and safety regulations.
- 16.** Perform other duties as assigned by management
- 17.** Comply at all times with the Staff Code of Conduct.
- 18.** Comply with the provisions of your contract and any of our Company Policies and set an example for more junior members of staff.
- 19.** Seek to ensure at all times that all visitors or guests on our site have the best experience possible.