



## **RESTAURANT MANAGER JOB DESCRIPTION**

### **PURPOSE OF POSITION**

To coordinate the activities of the staff to deliver quality products and service to customers in the following outlets; Ariccia Trattoria Restaurant, Piccolo Bar and Lounge, Caffé Siena, In-Room Dining, Executive Floor Lounge.

### **ESSENTIAL DUTIES**

- Interview, select, train, supervise, counsel and discipline outlet staff for the efficient operation of the outlet. Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as house count and menu changes. Schedule and direct staff in their work assignments.
- Interact positively with customers promoting hotel facilities and services. Resolve problems to the satisfaction of involved parties. Answer telephones in a clear voice, coordinate and document reservations. Organize special events in the restaurant such as receptions. Maintain rapport with all departments and attend relevant meetings.
- Move throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met. Verify temperatures, judge appearance and taste of products and check preparation methods to determine quality. Give guidance toward improvement and make necessary adjustments for consistency.
- Maintain profitability of outlet to support overall hotel operation. Control payroll and equipment costs (minimizing loss and misuse). Ensure par stock levels are maintained by calculating inventory, ordering and retrieving supplies and stocking shelves by stooping, bending, lifting heavy articles and reaching overhead. Evaluate cost effectiveness of all aspects of operation. Develop and implement cost-saving and profit-enhancing measures.
- Utilize computer to accurately charge customers, create forecast and revenue reports and write correspondence. Input and retrieve data and change computer procedures using complex series of keypunches to program system.
- Ensure that all standards and hotel cash handling procedures are met.
- Ensure compliance with local, state and federal laws.
- Ensure adequate staffing levels for anticipated business during shift.
- Coach staff to adhere to outlet service standards.
- Maintain cleanliness of all outlets-restaurant, lounge, service areas, room service, floor landing for room service trays and outlet staff coolers.
- Solicit feedback from guests concerning food, beverages, service and improvement ideas.



**Other:**

- Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.
- Assisting with Auburn University classroom teaching opportunities in addition to teaching Auburn University Students in The Hotel Workplace.

**SUPPORTIVE FUNCTIONS:**

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Ensure maintenance of equipment by calling for repairs and training staff on proper use.
- Conduct competitive research and report trends and recommendations.
- Support the entire Food & Beverage operation including supervising other areas if necessary, handling special projects, running promotions, handling public relations and marketing.
- Provide clean and safe environment by assigning and assisting with cleaning.

**SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Thorough knowledge of Food & Beverage outlet operations including foods, beverages, supervisory aspects, service techniques and guest interaction.
- Considerable skill in math and algebraic equations using percentages.
- Ability to walk, stand, and/or bend continuously to perform essential job functions.
- Ability to move up to 100 lbs., with wheeled assistance.
- Ability to lift up to 50 lbs., and to lift lifter objects overhead.
- Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
- Ability to work under pressure and deal with stressful situations during busy periods.



## **QUALIFICATION STANDARDS**

### **Working Environment/ Physical Activities:**

- Inside with protection from weather but not necessarily changes in temperature.
- Work place is fast paced with considerable movement throughout shift.
- Requires standing and walking 95% of workday.
- Requires lifting and carrying of objects weighing up to 25 pounds.
- Physical activities include walking, talking, standing, stooping, hearing, seeing, talking, bending, reaching, fingering, feeling, touching, writing, grasping, handling, stretching, balancing, pushing, pulling.
- Interaction with all types of people.
- Considerable repetitive motion of hands, wrists, shoulders and back is required.

### **Education:**

- Any combination of education, training or experience that provides the required knowledge, skills and abilities.
- College degree preferred.

### **Experience:**

- Position requires 4 years previous Restaurant and management experience.

### **Licenses or certificates:**

- Food Service Sanitation certification. CPR Certification and/or First Aid training preferred.

### **Grooming:**

- All employees must maintain a neat, clean and well-groomed appearance (specific standards available).

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the skills and responsibilities required to do this job successfully.

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