

Job Title: Floor Manager

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Job Description

- Lead and inspire a team of colleagues to ensure they are delivering an incredible and intuitive guest experience
- To ensure all staff are briefed on their daily responsibilities and are supervised so that these duties are being carried out within the restaurant checklists
- To oversee and participate fully in the service in restaurant
- Demonstrate exceptional standards of personal appearance and good personal hygiene
- To embody the core values of the restaurant whilst leading by example in all areas of restaurant conduct
- Communicate in a clear and concise manner
- Be guest orientated maintaining a welcoming and friendly manner
- Maintain a professional, respectful attitude and behaviour to guests, colleagues and other management
- Support existing colleagues and to train new staff members
- To be fully articulate and knowledgeable of all menu items
- Responsible for restaurant cashing up and correctly communicating this to Store Manager
- Correct and timely written handover communication of all restaurant issues takes place
- Responsible for the overall security of the premises and ensuring that the restaurant is correctly locked down at the end of the working day.

Skills and education:

- Team player who communicates well with all colleagues
- Excellent interpersonal skills
- Highly welcoming, dynamic and friendly
- Highly organised
- Good planning skills
- Good knowledge of food and beverage
- On hand to deal with guest queries
- Passionate about service
- Highly social, upbeat, friendly and confident
- Good with multi tasking
- Punctual, reliable and trustworthy
- Sense of urgency
- Have a genuine passion for food and beverage
- Previous experience within hospitality or service-based industry
- is essential

