

Job Description Form



Job Title:	Front of House Manager
Department:	Restaurant
Reporting to:	General Manager

Purpose:

The FOH Manager is responsible for managing the daily operations of the restaurant, including the selection, development and performance of employees. In addition, they oversee the inventory and ordering of food and supplies, optimize profits and their primary responsibility is to ensure that guests are satisfied with their dining experience. They oversee and manage all areas of the restaurant and make final decisions on matters of importance and to obtain profit contribution by managing staff; establishing and accomplishing business objectives whilst maintaining the highest standards of customer services according to strategy of COSMO Restaurants Group.

Essential Duties & Responsibilities:

Financial

- Adhere to company standards and service levels to increase sales and minimise costs, including food, beverage, supply, utility and labor costs by following company budgeting procedure in regards to conducting weekly stock takes, reporting inventory counts accurately and scheduling adhering to company COL budgeting needs.
- Responsible for ensuring that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.
- Develops strategic plan by studying financial opportunities; presenting assumptions; recommending objectives
- Accomplishes subsidiary objectives by adhering to COSMO plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Adhere to company standards by carrying out weekly stock takes and reporting inventory count as accurately as possible ensuring that COS budgets are achieved on a weekly basis.
- Adhere to controlling allocated COL budget by smart scheduling and coordinating staffing levels on a daily basis through management delegation to achieve required COL result at the end of the week.

Teamwork & People Management

- Attends all scheduled management meetings and brings suggestions for improvement in the business.
- Participates in monthly management meetings and clearly communicates with colleagues with regards to any service related queries.
- Maintain a good working relationship with management team
- Provide direction to employees regarding operational and procedural issues.
- Interview hourly employees. Direct hiring, supervision, development and, when necessary, termination of employees.
- Conduct orientation/Induction, explain the COSMO Philosophy and oversee the training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Recruits talent and ensures all members of team are trained to CHAMPS company philosophy

Operational Responsibilities

- Polish cutlery and ensure items are correctly organized and tidy at all times at the servers' station.
- Serve alcoholic beverages ensuring adherence to the existing Premises License and existing UK legislation
- Ensure that pre and post service requisites are met and "Server Opening and Closing Procedure Checklist" is Completed
- Assist the restocking and replenishment of server station inventory and supplies
- Maintaining the product quality, by ad hoc checking buffet food quality
- Follow the correct opening and closing procedures
- Ensure consistent cleanliness of the restaurant area ensuring tables, chairs, highchairs are keep clean and organised at all times.
- To monitor customers' satisfaction by conducting consistent follow ups as per C.H.A.M.P.S philosophy laid in Employee Training Handbook
- Assist Manager in any other tasks required to ensure customer's excellence and satisfaction
- Deals with customers queries and responds to customer complaints ensuring 100% satisfaction at all times.

Risk Management

- Ensure only washed and sterilized cutlery are used to laid the tables
- Maintain cleanliness in all areas of the front of house
- Report all equipment problems to Deputy Manager
- Report all potential and real hazards immediately and resolve the once which do not require management attention immediately (i.e. clean spillages of the floor)
- To monitor the temperature of all bar fridges by filling out the Fridge Temperature Form (Bar due diligence) each shift.
- Serve alcoholic drinks in accordance with the Licensing Act 2003
- Have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the department as per Employee Training Handbook

Key Behaviors

- Must possess a positive attitude and work well with other team members
- Be able to communicate and understand the predominant language(s) of our guests
- Must be able to work unsupervised
- Must be available to work as late as midnight or later if necessary
- Must have the ability to operate a point-of-sale system.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Be able to safely lift and carry trays filled with multiple dishes and drinks
- Must possess the ability to recognize a problem when it arises and be able to resolve it appropriately by using good judgment, tact and initiative according to company policy and procedure
- Be willing to follow direction and ask questions for clarification if needed.
- Be able to work in a fast paced restaurant environment
- Be willing to work overtime when needed and assist the workload of others

The right candidate should ideally posses the following qualification/certification:

1. Health and Safety Level 2
2. First Aid
3. Fire Marshall/Warden
4. Personal Licence

Note: Although the core duties of the post are set out within this job description, a flexible approach to work is essential. The restaurant industry is a fast paced market, were unpredictable events often occur and teamwork is paramount. From time to time you will have to go beyond the duties listed above to ensure the effective running of the restaurant and adapt to changing working practices.