

Job Description

Job title	Restaurant Manager
Job level	Manager
Department	F&B
Location	Orchard / Sembawang
Reporting to	General Manager
Overall Job Objectives	Responsible for the overall profitability of the restaurant outlet and to oversee the day-to-day operations and ensure smooth daily operations of the F&B outlet.
Core Responsibilities	<ul style="list-style-type: none">• Work closely with the Management and Line Departments in the pursuit for continuous improvements in the service, products and menu items, promotions and to meet productivity and profitability KPIs set by the Management.• Plan the weekly staff roster, rotate and schedule all staff for full coverage to maximize productivity.• Manage the sales revenue and operating expenses of the outlet, in accordance with the budget, so as to ensure cost optimization and minimize wastage.• Monitor the activities of competitors and constantly find ways to improve menu offering and customer experience, so as to grow the F&B outlet's revenue.• To be actively involved in the advertising and marketing of the F&B outlet, and to work closely with the Marketing and Banquet teams.• Responsible for ensuring and maintaining high level of customer satisfaction and to attend to customer issues promptly.• To provide excellent service standards at all times, and to ensure courteous and efficient food and beverage services to the customers.

- Review customer feedback forms / outlet logbook on operational issues to correct and implement measures for improvement in food, beverage and service standards.
- Manage the training and management of staff, including conducting daily staff briefing and staff discipline.
- Work closely with the Kitchen Head Chef and the Kitchen team to ensure timely delivery of quality food.
- Ensure workplace cleanliness, and that the safety and food hygiene standards are met at all times.
- In charge of cash management of daily accounts, in liaison with the Accounts Department in the Head Office.
- Any other appropriate duties and responsibilities as assigned.

Job Specifications

- Minimum 5 years of relevant working experience in restaurant service and/or culinary profession.
- Strong communication and organization skills
- Knowledge of food and hygiene regulations is required.
- Must be able to demonstrate strong leadership skills and able to lead and mentor a team.
- Able to work in a high pressure and fast paced environment.

General Performance Expectations

- To achieve 100% customer satisfaction with regards to service and food.
- Key improvement in customer feedback and experience for the F&B outlet.
- To manage the cost control of raw materials, food cost and related kitchen operational expenses, and to ensure that the costs are within the budget set by the Management.
- Responsible for overall sales revenue while managing costs and operating budget.