

Perched on Brayford Marina in the heart of Lincoln, the DoubleTree by Hilton Hotel Lincoln serves as a perfect backdrop for any type of gathering including conferences, business meetings, weddings, receptions, leisure stays, and celebrations.

This downtown hotel features fully air-conditioned flexible event space. The hotel's full catering and banquet service includes delicious offerings which can be tailored to cater for any type of event. From business conferences to cocktail parties and weddings, this downtown hotel serves as a stylish backdrop for every occasion.

Enjoy the hotel's relaxing, yet professional atmosphere with contemporary style, as well as its proximity to local Lincoln attractions and shopping. Stroll along the cobbled streets of the historic Bailgate area or visit the majestic Lincoln Cathedral and discover the rich history of the Lincoln Castle.

\* What's in it for you? \*

Joining our team allows you to experience the benefits that come from working with the leaf HOSPITALITY group. We have one simple value that unpins everything we do; Be Excellent. You'll be joining a team who loves what they do, cares about our people, upholds great hospitality, and values our team's input. You'll be working with leaders who act with integrity and are human.

We will invest in your continued learning and development and allow you the room to grow within the Company. We work with global brands which provide great training and worldwide opportunities.

You'll have access to some excellent benefits too like increased holiday allowance, discounted hotel stays, and family-friendly leave. We understand pay is important to our team and that's why we ensure we are competitive in the marketplace in this area. In addition, we have tips, incentives, and bonus schemes in place.

### **The Role**

As the Restaurant General Manager, you will be required to oversee the Marco Pierre White Restaurant department. Your key focus and skills need to be driving the highest service standards, training, and building the team to deliver this and ensuring we consistently beat targets.

This role will ensure that all aspects of the department are running smoothly and according to brand and hotel standards. The successful candidate will ensure communication and relationships between the front of house and back of house departments are harmonious, respectful and strong.

### **Key Responsibilities**

- Line Management responsibilities for the department, 1:1, promoting and facilitating the ongoing development and ensuring low turnover and high performance
- Oversee the labor costs ensuring this is controlled, producing staff rotas in line with payroll budget
- Ensuring stock and wastage is controlled and levels are maintained. Providing the relevant training to support this

- Oversee the day to day operations of the department
- Review and management of guest feedback, including all branded platforms and social media feedback. Ensuring appropriate action and responses are taken
- Overall understanding of the department staffing structure ensuring appropriate levels are maintained to produce an excellent service
- Maintaining a positive relationship with all internal teams, ensuring excellent communication to support a smooth operation. Including regular communication with the hotel's Kitchen brigade
- Responsible for promoting positive culture driven by the team
- Management of the Restaurant booking system, email correspondence, and response to social media feedback platforms
- Monitoring of customer feedback, implementing change and training with the team and product where appropriate
- Accountability for financial takings of the departments ensuring the team are compliant and up to date with all cash handling procedures
- Continual review of the department food and beverage offerings. Ensuring the departments offerings are up to date and relevant with current trends
- Producing reports, data and information for the accounts team or business review
- Handling any escalated customer complaints or queries in a swift and professional manner
- Organising pre-shift briefs for the department and delegating tasks where necessary
- Ensuring the team are conducting a thorough open and close down of their areas each time
- Training and coaching new members of the team as well as existing members to ensure high level of customer care is provided in accordance with hotel and brand standards
- Ensuring all health and safety and licensing laws, policies and procedures are adhered to at all times
- Attendance during all required hotel operations meetings
- Responsible for continuous and strong relations with the Executive Head Chef, taking part in senior food and beverage team meetings
- Hands on approach to the running of the departments, ensuring presence on the floor during all key periods of service
- Taking a key role in the planning and execution of departments events throughout the year
- This list is not exclusive, there may be additional duties required in this role