



Job Description

Role: Assistant Restaurant Manager

Reporting to: General Manager

Who are we?

Marco Pierre White is an acclaimed chef, restaurateur and TV personality. He has restaurants across the UK under different concepts namely Marco Pierre White Steakhouse Bar & Grill, Marco's New York Italian, Wheeler's of St James's, Mr. White's English Chophouse, Koffmann & Mr. White's, Wheeler's Fish & Chips, Bardolino Pizzeria Bellini & Espresso Bar and Marconi Coffee & Juice Bar.

Where are we?

The Marco Pierre White Steakhouse Bar & Grill is located within the Mercure Bridgwater Hotel which is in the heart of Bridgwater town centre and offers 119, four-star bedrooms.

Purpose of Role

As an integral part of the restaurant and bar team, you will be responsible for delivering a service that delights our guests, ensuring that our brand standards are consistently maintained.

Your role involves a range of duties, including the service of food and drinks from the Marco Pierre White menus. You will be actively involved in preparing the restaurant for service, ensuring high standards of presentation, providing attentive service and ensuring that our guests have a memorable dining experience.

In your role, you will be interacting with a variety of guests, hosting tables, delivering food and beverage service whilst maximising sales opportunities through upselling and suggestive selling.

What we would like from you

You will be an ambassador for the restaurant and the MPW brand, working hard to make every guest experience memorable.



Passionate about Food & Beverage and delivering great guest experiences, you will be focused on making sure that the guest experience is the best that it can be and consistently support the rest of your team in delivering exceptional service experiences.

You will consistently promote a hospitable and professional image to your guests and provide full co-operation to any guests requiring assistance with a prompt, caring and helpful attitude. You will demonstrate flexibility and have a willingness to learn.

You will have a friendly and caring personality, be able to keep calm under pressure, be confident and organised. You will demonstrate exceptional attention to detail, a guest first approach and a real passion for great service delivery. To be successful in this role you will be a team worker who is able to work autonomously or effectively as part of a team.

This Assistant Restaurant Managers position is for someone who has previous food service experience, ideally having worked within a branded restaurant environment.

- The ideal person will be focussed on driving the business forward.
- Will have previously been involved in managed medium size teams, through leading by example and ensuring that the team performs to the highest standards.
- In conjunction with the F&B Manager you will be responsible for the overall co-ordination of all Food & Beverage operations within the hotel primarily the flagship Marco Pierre White Steakhouse.
- You will be expected to ensure that both the required profitability and standards are achieved while adhering to all Brand Standards.
- You must be passionate about providing the highest levels of service at all times.
- The delivery of impeccable service is essential as we strive to be Bridgwater and the local areas foremost dining venue.
- Working with the Food and Beverage Manager you will ensure that health and safety standards are adhered to at all times.
- You must be able to work a combination of both early (6am start) and late shifts (midnight finish) on a rota basis. Shifts include weekends, public and Bank holidays which due to the nature of the restaurant are often the busiest days for the business.
- You will also undertake Hotel Duty Management shifts.

What Good looks like

Correctly uniformed and presented to the company standards every day, you will support the restaurant and bar team in providing a first-class service to our guests, ensuring that service and brand standards are consistently maintained whilst complying with health and safety guidelines and legislation. Punctual, courteous and helpful to guests and colleagues you will anticipate guest needs wherever possible and promote hospitality enhancing guest satisfaction.

Consistently delivering a memorable service experience to your guests, you will ensure a high level of product and local knowledge ensuring that you are fully briefed and trained at all times. You will effectively contribute to the cleanliness and maintenance of your restaurant and bar area.

Competency Framework

I am self motivated because	<ul style="list-style-type: none"> I am committed to doing a great job and take a pride in what I do. I am eager to develop myself and learn new things. I remain positive when things get tough. I am personally well presented. I am punctual and flexible
I am guest focused because	<ul style="list-style-type: none"> I go the extra mile to satisfy our guests. I promote a professional and helpful image to our guests. I work hard to anticipate guest needs and take care of special requests. I am knowledgeable and able to answer questions about menus, products and the local area. I attend to guest complaints and queries in a prompt, caring and helpful way
I am results driven because	<ul style="list-style-type: none"> I work hard to deliver great guest service. I create a great first impression for my guests and colleagues. I achieve my objectives and targets. I demonstrate initiative, seeking opportunities to make improvements. I push myself to develop my skills, build my knowledge and improve my performance
I am a team worker because	<ul style="list-style-type: none"> I am supportive to my colleagues. I contribute positively to the team. I take time to engage with my guests, suppliers and colleagues. I help new team members settle in and learn their role. I work hard to ensure positive relations within my team
I am adaptable because	<ul style="list-style-type: none"> I have a positive and flexible approach to work. I keep things simple and ensure that I deliver all my duties on time to the highest standards. I resolve problems and accept responsibility. I demonstrate empathy and put myself in my guests' shoes
I act with integrity because	<ul style="list-style-type: none"> I am open and honest. I keep my word and take care to keep my promises. I am an individual and treat everyone as an individual. I treat people fairly

	and with respect. I always do the right thing and put my guests first. When things go wrong, I take ownership to find a solution and put them right
I am a great communicator because	<ul style="list-style-type: none"> • I communicate clearly and effectively with guests, colleagues and suppliers. I make colleagues feel that their contribution is valued. I ask for feedback on myself and act on it. I am respectful towards my guests and colleagues

What's in it for you?

We're offering:-

- Competitive salary including share of tips
- Free nights in Accor Hotels for every year of your employment
- Discounted rooms in all Accor Hotels Worldwide
- Discounted rate at all Legacy Hotels
- 15% Off your final bill in every Accor Restaurant or Bar
- 50% Discount in all MPW Restaurants
- Discounted Car rental in the UK or abroad with Europcar
- Special offers from third party companies

Please send CVs to: H9861-fb@accor.com