



## **Job Description**

**Role:** Restaurant General Manager

**Reporting to:** Hotel 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.

### **Purpose of Role**

As Restaurant General Manager you will take responsibility for the day to day management of a busy restaurant and bar operation. Passionate about service and standards you will work hard to make every guest and team member experience memorable, effectively running your restaurant, ensuring that the MPW brand standards and procedures as well as legal requirements are consistently followed.

Focused, results driven and nurturing, you will take responsibility for recruiting, training and coaching your team to deliver a first-class service to your guests whilst ensuring sales activity is monitored and reported in line with brand policy.

A typical day will include running the restaurant, complying with all legal and health and safety requirements, preparing rotas and workforce planning. You will take responsibility for training, coaching and supporting your team in delivering excellent guest service whilst maximising sales opportunities. You will be instrumental in driving feedback from our guests and ensuring the appropriate management reporting as required by the brand.

You will be a true ambassador for the MPW brand, working hard to make every guest experience memorable, effectively running your restaurant and ensuring that the MPW brand standards are consistently delivered.



## **What will you need to succeed?**

You will have a professional and friendly personality, be able to keep calm under pressure, be confident, organised and maintain a hands-on management approach. You will demonstrate exceptional attention to detail, a guest and team first approach and a real passion for great service delivery and people development.

## **What we would like from you**

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 your team in delivering exceptional service experiences and enhancing revenue. You will continuously promote a hospitable and professional image to the guest and provide full co-operation to any guests requiring assistance with a prompt, caring and helpful attitude.

You will be an inspired individual who can not only "surprise and delight" his/her guests but will also be an excellent manager of people who will thrive on developing and driving your team to excellence.

## **Who you are**

You will have a friendly and caring personality, be able to keep calm under pressure, be confident, organised and maintain a hands-on supervisory management approach. You will demonstrate exceptional attention to detail, a guest first approach and a real passion for great service delivery. Able to work autonomously or as part of a team, you are motivated, encouraging and inspirational with a passion for supporting, developing and coaching others.

Every day you will lead and support the restaurant team in providing a first-class service to our guests, ensuring that service and brand standards are consistently maintained. You will conduct daily team briefings, ensuring that your team are briefed and informed and empowered to deliver the levels of service required. You will support in creating a culture of excellence and development, conducting regular coaching and training utilising all brand training materials. You are confident and professional in service recovery situations, taking ownership during every step of the guest journey. Taking responsibility for the success of your restaurant you will be instrumental in ensuring that all sales activity is monitored in line with Brand policy, guest feedback is encouraged and acted upon and all brand standards and legal requirements are consistently followed.

## Competencies & Behaviours

<b>I am creative because</b>	<ul style="list-style-type: none"> <li>• I think outside the box and look for ways to delight our guests and solve business problems. I am forward thinking and open to change to suit the needs of the guest and the business</li> </ul>
<b>I am adaptable because</b>	<ul style="list-style-type: none"> <li>• I am flexible and adapt quickly and positively to new situations, keeping emphasis on a balanced approach. I adapt my leadership style to suit the situation</li> </ul>
<b>I am a positive communicator because</b>	<ul style="list-style-type: none"> <li>• I communicate clearly and openly both verbally and in writing. I pitch information at the appropriate level. I manage conflict effectively. I participate in meetings and communicate information effectively</li> </ul>
<b>I am a confident decision maker because</b>	<ul style="list-style-type: none"> <li>• I collect and analyse relevant and accurate information about a problem. I make conscious decisions to take actions. I accept responsibility for making things happen. I constantly review in order to improve. I effectively delegate to get things done</li> </ul>
<b>I demonstrate Integrity because</b>	<ul style="list-style-type: none"> <li>• I am open and honest, treating people fairly. I am trustworthy and respect confidences. I adhere to legal obligations</li> </ul>
<b>I am an effective Self manager because</b>	<ul style="list-style-type: none"> <li>• I set and strive to achieve high personal performance standards. I am organised and use a systematic approach. I manage time and resources effectively. I am motivated, self-reliant, have drive and determination to succeed. I meet deadlines and deliver agreed objectives by prioritising and managing tasks through to completion</li> </ul>
<b>I am a great Team Leader because</b>	<ul style="list-style-type: none"> <li>• I motivate and inspire my team to perform and ensure goals are achieved. I support, develop and coach others. I train and develop others to meet business needs. I demonstrate effective management and facilitation skills</li> </ul>

## What's in it for you?

A competitive salary, a clear career pathway and development, half price dining in all our restaurant brands and a chance to be a part of something special.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all team members.