

Restaurant Manager

Hotel:

Crowne Plaza Belfast
117 Milltown Road
Belfast, BT8 7XP

Department:

Riverbar Lounge & Bistro

Reports to:

General Manager

What is the job?

As Bar Manager, you'll manage food and beverage operations in the Riverbar Lounge & Bistro to ensuring quality service and standards are maintained to deliver a memorable guest experience throughout daily service always following government regulations concerning health, safety or other requirements.

Your day to day

People

- Manage everyday activity, plan and assign work ensuring you always have the right staffing numbers
- Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues
- Train colleagues to make sure they deliver with compliance and to the standards we expect
- Recommend or initiate any HR elated actions where needed.

Guest Experience

- Make sure all food and beverage equipment is in operational condition and regularly cleaned
- Make sure all food and beverage facilities including banquet/convention spaces are clean and properly stocked to anticipated business volume. Notify engineering immediately of any maintenance and repair needs
- Establish and achieve quality and guest satisfaction goals. Help guests with their requests and complaints - making sure you maintain a high level of guest satisfaction.

Responsible Business

- Keep an eye on competitor activity / industry innovation. Review and approve menu design and concepts with Executive Chef and General Manager
- Make sure food and drinks are secure and stored safely - always keep stock replenished to minimise waste
- Handle food and beverage inventory procedures. Determine minimum and maximum stocks for all food, beverage, material, and equipment
- Other ad-hoc duties - unexpected moments when we have to pull together to get a task done.

Financial

- Monitor budget and control expenses with a focus on food, beverage and labour costs
- Drive promotions that deliver great dining experiences for guests at a good value
- Drinks and Cocktail Menu ideas, promotions for all Beverage outlets
- Make sure credit and financial transactions are handled in a secure manner.

Accountabilities

This is the top food and beverage job in the Riverbar Lounge and Bistro. Supervising a large number of team members in one or two food and beverage outlets, kitchens, and may occasionally include banquet facilities that cater to 600 people or less. May oversee one or more subordinate managers or supervisors.

What we need from you

- Some college and/or advanced training in food and beverage management
- 2 years of related experience, including supervisory experience, or an equivalent combination of education and experience
- Bachelor's degree / higher education qualification in Hospitality preferred
- Must speak local language

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in the Crowne Plaza.

The Crowne Plaza IHG® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

What we offer

Recruit a Friend Scheme
Employee of the Month Award
Staff meals while on duty
Uniform
Discounted rate at Bodyscape based at Crowne Plaza
Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
Work for globally renowned Hotel Brands
Reward Club Incentive Scheme
Discounted Hotel Rates
Hotel Incentive scheme.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

To apply, please submit your CV by email to michelle.trotter@andrashouse.co.uk

