



Wivenhoe House Hotel Limited

Job Pack - Restaurant Manager

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities.

Due to the ever increasing demands of our business and an internal restructure there is now an exciting opportunity for an experienced and driven Restaurant Manager to join our friendly team in our busy and dynamic Food & Beverage department. The successful candidate will be an experienced professional with a proven track record to work across both our Brasserie Restaurant and hotel lounges for Afternoon Tea.

The Role and Duties

The Restaurant Manager is responsible for managing and organisation of the daily restaurant operations with a goal of providing a high-quality experience to customers, generating revenue and controlling costs. Responsibilities include managing people, communication, Health & Safety (Food Safety) etc. The restaurant manager will also have the responsibility of ensuring a high-quality student experience and strong leadership and mentoring skills are essential.

Qualifications and Skills required

The successful candidate will have previous experience of managing a restaurant and four/five star level and will also have knowledge of running afternoon tea service. You must have hands on experience and will have a keen eye for detail and be able to prioritise and manage a team of both permanent, on demand and student staff.



Job Description

Job Title and Grade:	Food & Beverage Restaurant Manager Grade 6
Contract:	Permanent, Full Time
Hours:	40 Hours per week (to be worked flexibly 5 days from 7 including banks holidays and weekends). Hours will be dependent business needs, which will include early starts and late finishes
Salary:	£ 28,467 per annum from 1 April 2022
Department/Section:	Wivenhoe House Hotel Ltd, Food & Beverage Department
Responsible to:	Food & Beverage Operations Services Manager
Purpose of job:	To assist the Food & Beverage Operations Services Manager in ensuring an efficient, professional and profitable restaurant, bar and events operation delivering excellence in customer service.

Duties of the Post:

1. take responsibility for business performance of the Brasserie and Lounge
2. analyse and plan restaurant sales levels and profitability
3. organise marketing activities, such as promotional events and discount schemes
4. prepare reports at the end of the shift/week, including staff, food control and sales
5. create and execute plans for department sales, profit and staff development
6. set budgets or agree them with senior management
7. plan and coordinate menus, working closely with the head chef
8. coordinate the operation of the restaurant/lounges ensuring that kitchen, bar and waiting staff are working as a team
9. recruit, train, manage and motivate staff
10. to carry student inductions and orientations including training and performance reviews (PCRs) in line with the expectations of the Edge Hotel School
11. respond to customer queries and complaints
12. meet and greet customers, organise table reservations and offer advice about menu and wine choices
13. maintain high standards of quality control, hygiene, and health and safety
14. check stock levels, order supplies and prepare cash drawers and petty cash
15. comply with licensing laws and other legal requirements
16. to carry out Duty Manager shifts as and when required



- 17. to attend management meetings as required including monthly Head of Department meeting
- 18. to undertake any such task as requested by the General Manager or his designate

Person Specification:

Post Title:	F&B Restaurant Manager
--------------------	-----------------------------------

Qualifications /Training	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar		X

Experience/Knowledge	Essential	Desirable
▪ Previous Hospitality experience at management/supervisory level	X	
▪ Experience of managing revenues and payments	X	
▪ Experience of working with computerised systems	X	
▪ Experience of managing restaurants/afternoon tea services	X	
▪ Experience of a 4 or 5 star operation		X
▪ Personal licence holder		X

Skills/Abilities	Essential	Desirable
▪ Excellent communication skills	X	
▪ Good people management skills	X	
▪ Exceptional customer care skills	X	
▪ Good organisational skills.	X	
▪ Excellent interpersonal skills	X	
▪ Proven experience of delivering training/coaching		X

Other	Essential	Desirable
▪ Be able to undertake the physical aspects of this post	X	
▪ Ability to meet requirements of the UK right to work legislation	X	

September 2021