

Job Description

Position: Restaurant Manager

Department: Food & Beverage

Reports to: Hotel Manager

Summary:

The Restaurant Manager has a true passion for great food, great wine, and fully appreciates developing a team that understands and can deliver outstanding service and culinary experiences. The Restaurant Manager is a key department head working with the leadership team at Watermark Beach Resort. The Restaurant Manager is responsible for overseeing the day to day operation of both the restaurant and pool bar, excellence in guest service, as well as hosting VIP's, Media, Wine Makers Dinners, Signature Experiences and group events in the restaurant & patio. Specific tasks include working together with fellow department managers to facilitate in house capture and teamwork; scheduling, training, and coaching of all front of house service staff; fostering open communication between the Restaurant, Culinary, Banquet and Guest Service, Concierge teams; managing inventory; and ensuring the highest attention to detail is kept in regard to cleanliness and hygiene. Some of the key performance indicators for this role are labour cost, guest satisfaction survey results, Employee Opinion Survey, and inventory control. The Restaurant Manager needs to be a connected management team member in the community, participating in community events and representing Watermark when needed. The Restaurant Manager works in partnership with the Sales and Executive team to profile the Culinary Offering of our Region and profiling our position in the market, upholding our award winning reputation.

Responsibilities:

- Day-to-day operations of restaurant and pool bar
- Opening, closing and outlet service support
- Develop and deliver restaurant service training programs
- Perform beverage inventory management
- Sets the example of personal excellence in grooming
- Sets the example of Watermark principles and values
- Maintain accurate and updated standard operating procedures in partnership with leadership team
- Develops incentive programs to support revenue growth and maximum fiscal results
- Positive inter-department communication to promote in-house capture
- Work with Chef & General Manager to develop the feature Watermark Wine annually
- Assist Hotel Manager with employee recognition program management
- Involved in the promotions and advertisement of restaurant
- Assist with performance feedback and coaching of all restaurant service staff
- Ensuring that restaurant associates consistently have the tools to do their job
- Build guest loyalty through service standards & quality assurance
- Solicits feedback from both associates and guests to continually enhance operations
- Scheduling and staffing functions
- Accommodate guests and conduct floor operations
- Liaise with Culinary & Banquet Departments to ensure consistent messaging of restaurant offerings

- Conduct and attend regular Associate Meetings
- Assist when and as needed in the support of other departments

Qualifications:

- PASSION – for great food, exceptional wine, and team building!
- Champion excellence in guest service experience
- Bachelor degree and/or Hotel management degree or diploma
- Relevant post-secondary education or training preferred but not mandatory
- Must have a history of self-improvement, ongoing learning and goal setting
- Proven team building, training and service excellence skills
- Friendly – outgoing and engaging personality
- Luxury hotel experience is an asset, but is not required
- Diversity of experience within the industry, or comparable experience
- Computer literacy required including ability to understand and interpret financial data

Key Performance Indicators:

- Guest Satisfaction
- Annual Performance Review
- F&B specific revenue target
- Annual Associate Satisfaction Survey (EOS)