

Job Description

Position: Restaurant Manager

Department: Food & Beverage

Reports to: Food & Beverage 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. He or she is a key member of the leadership team at Watermark Beach Resort and is responsible for assisting the F & B Manager in overseeing the day to day operations of both the restaurant and pool bar as well as the operation of the catering & events department as required.

The Restaurant is also responsible for providing excellence in guest service, hosting VIP's, Media, Wine Makers Dinners, Signature Experiences and group events in the restaurant, patio, penthouse and conference area. 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, and Sales teams; managing inventory; and ensuring the highest attention to detail is kept regarding cleanliness and hygiene.

Some of the key performance indicators for this key role are labour cost, guest satisfaction survey results, Employee Opinion Survey, Beverage cost, inventory control, and revenue maximization.

The Restaurant Manager needs to be a connected management team member in the community, participating in community events and representing Watermark when needed.

Responsibilities:

- Day-to-day operations of restaurant and pool bar, and Catering & Events as required
- Opening, closing of restaurant and outlets, as well as support to catering and events as needed or requested
- Develop and deliver restaurant service training programs
- Responsible for 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 F&B Manager
- Provides assistance to the F & B Manager in developing incentive programs to support revenue growth and maximum fiscal results
- Positive inter-department communication to promote in-house capture
- Work with the F & B Manager, Executive Chef & General Manager to develop the feature Watermark Wine annually
- Assist the F & B 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



BEACH RESORT &
CONFERENCE CENTRE

- Managing Silverware POS program
- Scheduling and staffing functions
- Accommodate guests and conduct floor operations
- Liaise with the Culinary and the Catering & Events Departments to ensure consistent messaging of Food & Beverage 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's degree and/or Hotel management degree or diploma is an asset
- 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)