	No.7 RESTAURANT ADVERT	Posted September 14, 2018
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Position	Restaurant Manager
Department	Social Enterprise No.7 Restaurant
Line Manager	Social Enterprise Director / Country Director

Objective

To oversee the efficient and profitable operations of the No.7 Restaurant and to manage and develop all staff (FOH & BOH). Key responsibilities include: performance management; operational controls; marketing; staff & clientele development; procurement; health & safety compliance; and strategy & systems development.

Main Accountabilities

Area 1: Sales, Marketing & Business Performance

- 1.1 Be responsible for the business performance of the No7 Restaurant in its entirety
- 1.2 Set and meet monthly sales, COS, cover, budget and profitability targets with Senior and Executive management, aiming for quarterly improvements
- 1.3 prepare reports at the end of the shift/week, including staff control, food control and sales
- 1.4 Promote the brand in the local community through word-of-mouth and restaurant events
- 1.5 Act as the main point of contact for No7 and build and foster relationships with clientele and key stakeholder partners
- 1.6 Organise marketing activities, such as promotional events and discount schemes

Area 2: Operations & Maintenance

- 2.1 Control operational costs and identify measures to cut wastage
- 2.2. Ensure all equipment is used according to best practice and preventatively maintained
- 2.3 Estimate future needs for goods, kitchen utensils and cleaning products
- 2.4 Ensure all maintenance issues are promptly attended to and resolved
- 2.5 Check stock levels, order supplies and prepare cash drawers and petty cash

Area 3: Staff Management & Customer Service

- 3.1 Line manage all No7 staff, ensuring superior customer service delivery at all times
- 3.2 Organize and supervise shifts for all managed staff
- 3.3 Appraise staff performance, providing regular feedback to improve productivity
- 3.4 Respond efficiently and accurately to customer complaints
- 3.5 Train new and current employees on proper customer service practices
- 3.6 Ensure that consistent, timely and excellent food service delivery is ensured at all times
- 3.7 Ensure spec sheets are followed, including portion management, at all times
- 3.8 Implement a time measurement system for food delivery in the kitchen
- 3.9 Work with the HC to plan and coordinate menus

Area 4: Health & Safety


- 4.1 Ensure compliance with sanitation, health and safety regulations
- 4.2 Ensure BOH & FOH staff conduct daily and weekly deep cleans according to the set schedule

Area 5: Finance, Administration & Procurement

- 5.1 Conduct No7 administrative and procurement processes, acting as the authorizer for No7 procurement and confirmer of goods received
- 5.2 Regularly review product quality and research new vendors
- 5.3 Manage cash ups and ensure cash is always handled correctly and transparently

Area 6: Special Duties

- 6.1 Support Senior Management initiatives and aid in leading performance management systems
- 6.2 Support in the development and implementation of professional development activities and trainings

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- 6.3 Develop systems for broader SE integration, operational improvements and business growth
- 6.4 Support in tour operations and other special activities, as requested by Executive management

Qualifications and Experience

Minimum 5 years previous experience in a senior management position within a restaurant is essential.

Work Based Skills and Competencies

Essential:

- Proven customer service experience as a manager
- Extensive food and beverage knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
- Familiarity with restaurant management software
- Strong leadership, motivational and people skills
- Acute financial management skills
- Excellent time management, organizational & cash management skills

Desirable:

- Bachelor degree or Diploma in Business Administration, Hospitality Management or Culinary School preferred
- Experience in running a restaurant that is a small business or social enterprise

How to Apply:

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to hr@kick4life.org

Please note that only applications received via email will be considered.

Closing Date of applications is 5th October 2018 by 12:00 pm

If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.