	No.7 RESTAURANT ADVERT	Posted April 15, 2021
---	-----------------------------------	--------------------------

Position	Front of House Manager
Department	Social Enterprise No.7 Restaurant
Line Manager	Hospitality Director

Come to connect

No.7 is a restaurant with a difference. Based at the Kick4Life Centre in Maseru, the capital city of Lesotho in Southern Africa, we offer great food in a friendly environment with stunning views across the city. All of our profits are pumped back into Kick4Life's charitable work. What's more, our staff team includes former participants that have undergone a structured training program aimed at developing skills for a successful career in the catering and hospitality industries.

As well as the restaurant, No.7, which is linked to the Hokahanya Inn & Conference Centre, runs a catering service for a wide selection of internal and external events from conferences and team-building days to dinner parties and weddings. We have ample indoor and outdoor seating space. The outdoor area includes 2 wood burners and a braai. Our menus include freshly prepared ingredients and a fusion of European and Lesotho cuisine.

Objective

To oversee the efficient and profitable operations of the No.7 Restaurant and to manage and develop all staff (FOH & BOH). Additionally, to support Hokahanya Inn & Conference in overseeing operations as requested by the line manager. Key responsibilities include: performance management; operational controls; marketing; staff & clientele development; procurement; health & safety compliance; strategy & systems development; and other duties related to broader Organizational support. As the FOH Manager for a leading social enterprise, this role will be required to develop No.7's brand experience and meet business performance targets in alignment with Kick4Life's social mission and core values.

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 Meet monthly sales, COS, cover, budget and profitability targets with the Hospitality Director, 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 Assist the Hospitality Director in building and fostering relationships with restaurant clientele and key stakeholder partners
- 1.6 Organise marketing activities, such as promotional events and specials
- 1.7 Provide high quality standards of customer service to all social enterprise guests

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
- 2.6 Ensure that Food & Beverage stocktaking is conducted on monthly bases as per agreed dates with the Line Manager
- 2.7 Ensure all operating licences are kept current

Area 3: Staff Management & Customer Service

- 3.1 Line manage all No.7 FOH staff, ensuring superior customer service delivery at all times, and also Front desk when required by Management.

	No.7 RESTAURANT ADVERT	Posted April 15, 2021
---	-----------------------------------	--------------------------

- 3.2 Organize and supervise shifts for all managed staff, including BOH and Front Desk staff, as needed
- 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 Head Chef 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
- 4.3 Ensure that Food Handler Certificates are up to date at all times

Area 5: Finance, Administration & Procurement

- 5.1 Conduct No.7 administrative and procurement processes, acting as the authorizer for No.7 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
- 5.4 Ensure that social enterprise Property Management Billing Systems balances at the end of each shift
- 5.5 Conduct Hokahanya Inn & Conference Centre administrative processes as requested by the line manager

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
- 6.3 Develop systems for broader social enterprise integration, operational improvements and business growth
- 6.4 Support in tour operations and other special activities, as requested by senior management
- 6.5 Oversee Front Desk operations productivity when required by senior management

Qualifications and Experience

Essential:

- Bachelor Degree or Diploma in Business Administration, Hospitality Management or Culinary School
- Minimum 3 years of restaurant management experience, preferably in a senior role
- Experience managing the effective use of computerized point of sale systems (i.e. ikentoo)
- Experience overseeing operating systems that ensure strong internal controls are maintained to improve operational efficiency and accountability, and to prevent fraud or theft

Desirable:

- Previous experience working in the frontline of hospitality service delivery, particularly in customer facing roles (i.e. as a waiter, or front desk/ customer service agent)
- Experience managing the back end of hospitality bookings systems (i.e. Base7booking)
- Recent certification in food safety and protection, safe service of alcohol, first aid, etc.

Work Based Skills and Competencies

Essential:

- Proven customer service competencies as a manager (ensuring customer satisfaction and resolving complaints)
- Excellent time management, organizational & cash management skills
- Extensive food and beverage knowledge, with the ability to remember and recall ingredients and dishes to inform customers and wait staff



No.7 RESTAURANT
ADVERT

Posted
April 15, 2021

- Quality control capabilities (ability to ensure food is properly prepared and presented)
- Conversant with restaurant management softwares (i.e. POS hardware and software, payment systems)
- Adept at managing Inventory systems
- Acute financial management skills (inc. planning, forecasting, budgeting and reporting)
- Strong marketing capabilities (ability to attract and retain customers)
- Human resources management capabilities (hiring, training and supervising staff)
- Ability to oversee health and safety rules and regulations compliance
- Excellent interpersonal communication skills

Desirable:

- Child Protection Trained
- Basic maintenance knowledge

Please note: this is a full time hospitality position that requires the employee to work long and often flexible hours, which may include evenings, weekends and holidays.

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 30th April 2021 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.