

Front of House Restaurant Manager – The Menu

For starters – what you need to know

The Plough at Bolnhurst needs a Front of House Restaurant Manager to manage and maintain our excellent reputation for service, atmosphere and food by overseeing our Service team, looking after our guests and working closely with the Kitchen team.

You'll take a hands-on approach to leading a team to deliver quality service and great customer experience.

Previous hospitality experience is preferred; however if you have a strong background leading teams, delivering top notch customer service and a love of good food, we're interested!

Your Mains – what you'll be responsible for

Lead the Service Team by taking on such responsibilities as:

- assessing staffing requirements, recruiting staff when needed as well as training and coaching members of the Service Team
- updating, implementing and monitoring standard operating procedures as well as managing staff performance in accordance with established standards
- organising and monitoring staffing rotas
- instilling a best practice approach to meeting health, safety and hygiene standards, security procedures and alcohol regulations in the restaurant
- Together with Service Team colleagues, welcoming guests on arrival and overseeing their departure, advising guests on food and beverage choices and interacting to ensure all enquiries and complaints are handled promptly

Your just desserts – what you'll achieve in return

Working days - Tuesday to Sunday, Sunday evening all day Monday and one other day off

A 30 minute break and most importantly of all, a tasty lunch is provided

Free on-site parking

A competitive salary commensurate with your experience.

Ready to order?

Send CVs to reservations@bolnhurst.com or call us on 01234 376274 and ask for Jayne or Michael

Job description	
Job Title	Front of House Restaurant Manager
Main purpose of the role	To manage and maintain our excellent reputation for service, atmosphere and food by overseeing our Service team, looking after our guests and working closely with the Kitchen team.
About Us	<p>We believe good restaurants get three things absolutely right: food, service and ambience.</p> <p>In the kitchen you'll find a dedicated team of skillful chefs to deliver seasonal menus brimming with sumptuous flavours. The menus offer exciting English food with a strong Italian and French influence using the best seasonal ingredients from like minded suppliers. Honest food with often a twist on the classical.</p> <p>Light diners, hearty eaters and foodies sit comfortably side by side, welcomed by the Service Team who will ensure your experience is buoyed with attentive but unfussy service from the moment you arrive to the time you depart.</p> <p>All this takes place within the atmosphere of this beautiful 15th century building. The Plough has an intimate yet relaxed atmosphere – whether you're dining beside the log fire in winter, or enjoying lunch in the garden while basking in the summer sunshine.</p>
Location and pay scale	<p>The Plough at Bolnhurst</p> <p>Salary range £27 - £30000 DOE</p>
Benefits	Tbc
Reports to	The Owners
Direct Reports	The Service Team – made up of both full and part-time colleagues who each bring something unique and diverse to our team

<p>Key Responsibilities and Deliverables</p>	<p>Lead the Service Team by taking on such responsibilities as:</p> <ul style="list-style-type: none"> • assessing staffing requirements and recruiting staff when needed • training and coaching members of the Service Team • updating, implementing and monitoring standard operating procedures • managing staff performance in accordance with established standards and procedures • organising and monitoring staffing rotas • instilling a best practice approach to meeting health, safety and hygiene standards in the restaurant • ensuring compliance with restaurant security procedures • ensuring alcohol regulations are adhered to by staff <p>Interaction with guests</p> <ul style="list-style-type: none"> • Together with Service Team colleagues, welcoming guests on arrival and overseeing their departure • Advising guests on food and beverage choices • Interacting with guests to ensure all enquiries and complaints are handled promptly
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Supporting the Owners with marketing and promotional activities and ideas; • Contributing ideas and improvements to ensure that The Plough continues to be at the forefront of the local hospitality industry; • Working to maintain our Trip Advisor certificate of excellence we've held for over three years now; • Keeping current with trends in the restaurant industry.
<p>Working Relationships</p>	<p>This role will work closely with the whole team at The Plough and will have significant interaction with our guests</p>
<p>Major Challenges</p>	<p>This is a busy role which will be lynchpin in maintaining our service and reputation with our guests in order to encourage regulars to return and our new visitors to become regulars</p>
<p>Date of Preparation</p>	<p>February 2019</p>