

Job description	
Job Title	Restaurant Manager
Main purpose of the role	To provide a positive, friendly, and professional experience for food and beverage service. Looking after our guests, working to maintain an excellent reputation for service, atmosphere, and food.
About Us	<p>We believe in getting three things absolutely right: food, service and ambience and we are always searching for ways to improve.</p> <p>Our skilled team of chefs create honest food using seasonal ethically sourced produce. Classical culinary training and techniques is the base to create menus with great flavours using influences from around the globe.</p> <p>The Service Team are professional, caring, friendly and helpful they provide an experience that is buoyed with attentive but unfussy service from the moment they come into work and of course when the guests arrive and importantly to the time guests and everyone departs.</p> <p>The Plough is a beautiful 15th century building, originally built around 1480 nestling in the North Bedfordshire Wolds. It has an intimate yet relaxed atmosphere with log fires in winter, opening up in the summer to a large garden area. It offers comfort and a warm welcome.</p>
Location and pay scale and hours of work	<p>The Plough at Bolnhurst</p> <p>Salary range £30 to £34,000 DOE</p> <p>Flexible 4-day week; Closed: Sunday Evening, Monday and Tuesday Christmas and New Years Eve</p>
Report to	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>Service Team Development / Growth</p> <ul style="list-style-type: none"> • Forward plan to assess staffing requirements. • Work with the owners and managers to advertise positions for the service team. • Interview suitable candidates and select. • Deliver and accurately record training regarding health and safety procedures. • Deliver and accurately record developmental training regarding Company security procedures. • Organise regular feedback for all members of the service team. • Provide induction sessions and support for new employees. • If required manage disciplinary procedures to Company standards. <p>Lead the Service Team by taking on such responsibilities as:</p> <ul style="list-style-type: none"> • Organising and monitoring weekly rotas. • Regular training, and appraising members of the Service Team. • Considering the individual welfare of the service team. • Encouraging an atmosphere that is both fun and professional. • Ensuring compliance with health and safety and Company security procedures. • Ensuring alcohol and drug regulations are adhered to by the service team. <p>Optimise Guest experiences:</p> <ul style="list-style-type: none"> • Arranging and checking appropriate table seating plans. • Welcoming guests on arrival and overseeing their departure. • Advising guests on food and beverage choices liaising with the kitchen and service to create balanced and seasonal menus. • Developing professional relationships with regular guests. • Training and developing the service team to provide a consistently high level of friendly and professional service • Maintaining staffing levels to deliver attentive service. • Ensure guest special requirements and requests for all current and future reservations are communicated and fulfilled. • Interacting with guests to ensure all enquiries and complaints are handled promptly.
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<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Updating, implementing, and monitoring standard operating procedures. • Contributing ideas and improvements to ensure that The Plough continues to be at the forefront of the local hospitality industry. • Working to maintain positive customer reviews and entries in relevant guides. • Keeping current with trends in the restaurant industry. • A best practice approach health, safety, and hygiene standards. • Ensuring compliance with restaurant security procedures. • Supporting the Company Directors with marketing and promotional activities and ideas.
<p>Working Relationships</p>	<p>This role will work closely with the Owners, managers and the whole service team at The Plough and will have significant interaction and influence with our guests and reputation.</p>
<p>Major Challenges</p>	<p>This role is a new role for The Plough, the successful applicant will ultimately become the person who our guests and service team rely on as a key person at the front of house at Plough. Consequently, this will require the applicant to be well organised and reliable and will involve lots of communication and a high degree of accuracy and self-motivation. The successful applicant will be driven and articulate but able to be open to feedback and able to reflect on their own work.</p> <p>This is a busy role focusing on maintaining our service and reputation with our guests to encourage regulars to return and our new visitors to become regulars</p>
<p>Career progression</p>	<p>This role offers an exciting opportunity to an individual seeking to develop their potential as a manager in hospitality.</p> <p>An opportunity to develop new skills and connections in team management while supported by the business owners. This is an excellent foundation in what it takes to run a successful and consistent business in hospitality.</p>

	<p>Access to career development in product knowledge, food and beverage service. We offer exciting opportunities such as trips to our suppliers, wine training, barista training and are open to suggestions for further opportunities.</p> <p>Working alongside a management team with over 30 years' experience in running profitable businesses in hospitality, who would be supporting you in your role.</p>
Date of Preparation	February 2022

Person Specification

Criteria	Essential	Desirable
Education and Qualifications	A minimum level of GCSE or equivalent Maths and English to Grades C or above	
Experience, Knowledge and Skills	<p>Previous Front of House experience and understanding of how a kitchen runs</p> <p>Previous wine and drinks service knowledge</p> <p>Previous demonstrable leadership and people management experience</p>	
Personality, Character Traits and Disposition	<p>Personable, welcoming, and approachable to both colleagues and guests</p> <p>An organised approach to work with the ability to stay on top of small details without losing sight of the bigger picture of looking after guests</p> <p>A positive influence on colleagues</p> <p>The confidence to manage autonomously</p> <p>A positive can-do attitude with infectious levels of energy and enthusiasm</p> <p>A love of good food, wine and drinks</p>	<p>Able to demonstrate leadership skills and mentoring skills</p> <p>Some working knowledge of relevant licensing laws, health and safety and other statutory regulations</p>

	<p>A passion for customer service</p> <p>Fantastic communication. An uncompromising attention to detail</p> <p>A dedication to service and putting the guest first</p> <p>A focused interest in people, staff and their development</p> <p>A sense of humour!</p>	
<p>Miscellaneous</p>	<p>References will be taken up</p> <p>Proof of the right to work in the UK will be required</p>	<p>Due to our rural location to hold a full UK driving licence and have access to your own vehicle would be desirable.</p> <p>We can organise temporary staff accommodation for relocation purposes</p>