



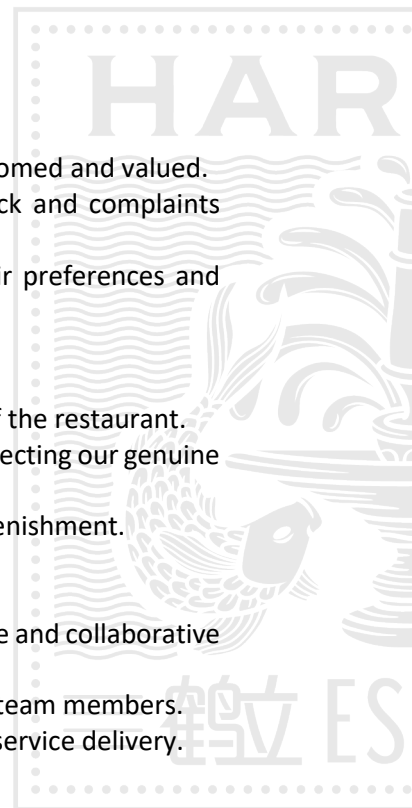
Position: Restaurant Manager

Position Overview:

We are seeking a dedicated and enthusiastic Restaurant Manager who excels in delivering exceptional customer service while managing the overall operations of the outlet. The ideal candidate will embody our core values of being genuine, generous, and curious—creating meaningful connections with guests, going the extra mile for both customers and the team, and constantly striving to improve the dining experience. A solid understanding of financial performance, including managing the outlet's P&L, is essential for this role.

Key Responsibilities:

1. **Customer Service & Engagement:**
 - Foster a warm and inclusive atmosphere where every guest feels welcomed and valued.
 - Go the extra mile to ensure customer satisfaction, handling feedback and complaints promptly and professionally.
 - Actively engage with guests, embodying curiosity to understand their preferences and create memorable experiences.
2. **Outlet Operations Management:**
 - Oversee daily operations, ensuring smooth and efficient functioning of the restaurant.
 - Maintain high standards of cleanliness, food quality, and ambiance, reflecting our genuine care for details.
 - Monitor inventory levels and coordinate with suppliers for timely replenishment.
3. **Team Leadership:**
 - Recruit, train, and motivate a high-performing team, fostering a positive and collaborative work environment.
 - Lead with generosity, providing coaching, recognition, and support to team members.
 - Conduct regular team briefings to align on goals and ensure excellent service delivery.
4. **Back-of-House (BOH) Support:**
 - Work closely with the kitchen team to ensure smooth food preparation and timely service.
 - Address BOH challenges, such as kitchen workflow, inventory management, and food quality control.
 - Uphold food safety and hygiene standards in compliance with regulatory requirements.
5. **Financial Performance:**
 - Take ownership of the outlet's P&L, analyzing revenue, costs, and profitability to ensure financial targets are met.
 - Develop and implement strategies to drive revenue growth and cost efficiency.
 - Demonstrate curiosity in analyzing sales reports and identifying opportunities for improvement.





6. **Compliance:**

- Ensure compliance with health and safety regulations, company policies, and operational standards.

Requirements:

- Proven experience as a Restaurant Manager or similar role in the F&B industry.
- Strong understanding of customer service principles and the ability to lead by example with authenticity and warmth.
- Proficient in managing an outlet's P&L, with a focus on driving profitability.
- Excellent communication and interpersonal skills.
- A genuine passion for fostering a welcoming and inclusive environment.
- Curious and proactive approach to problem-solving and continuous improvement.
- Familiarity with inventory management and operational software is a plus.

