



LAGOS CONTINENTAL
JOB DESCRIPTION

Job Title: Restaurant Manager
Department: Food & Beverage Service
Job Band: 5
Reports to: Director of Food and Beverage
Position Supervised: Assistant Restaurant Manager, F&B Supervisors, Hostess, Waiter, Waitress

Job Scope

Under the general guidance and direction of the Director of Food and Beverage, or his/her delegate and within the limits of the Hotel's Policies and Procedures, the Restaurant Manager will be responsible for coordinating functions and activities pertaining to the smooth running of the restaurant. He/she would be responsible for providing functional assistance and direction to the Food and Beverage operations of the restaurant as assigned and under the general guidance and direction of the Food & Beverage Director, or his/her delegate. He or she is expected to comply with standard of Service and operating procedures

Key Relationships

Food and Beverage Supervisors, Waiters, Waitress, Colleagues and Guest.

Key Job Responsibilities:

- Supervises the day-to-day functioning of all restaurant employees, facilities, sales and costs.
- Supervises, co-ordinates and directs the prompt, efficient and courteous service of Food & Beverage in the restaurant.
- Controls and analyses, on an on-going basis, the following:
 - Quality levels of production.
 - Guest Satisfaction.
 - Merchandising and marketing.
 - Operating costs.



- Sanitation, cleanliness and hygiene.
- Ensures adherence to Opening and Closing procedures as well as bill paying procedures
- Establishes and maintains good relations with other members of Food and Beverage including Kitchen, Stewarding and Room Service.
- Conducts, under the guidance of the Food & Beverage Director and the Assistant Food & Beverage Manager, such functions as interviewing, hiring, employee orientation, on-the-job performance, coaching, counselling to ensure appropriate staffing and productivity.
- Develops formal training plans and implements on the job training sessions for restaurant employees in conjunction with the training Department.
- Attends and contributes to the daily Food & Beverage briefings and monthly meetings.
- Conducts pre-meal briefings and maintains productive relationship with Executive Chef.
- Participates in service as necessary and in accordance with the requirements and practices of the restaurant.
- Ensures hotel grooming and appearance standards of the staff in the restaurant are met.
- Controls stocks for daily use in restaurant to ensure service requirements are met.
- Schedules guest reservations and arranges for private event in the restaurant, in line with the Hotel's policy
- Participates in the preparation of the Food & Beverage department budget and goals.
- Conducts all administrative work required, including but not limited to:
 - Attendance records.
 - Duty Roster.
 - Guest index.
 - Log book
- Performs other duties as may be assigned by the Superior from time to time



Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Guest Satisfaction

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understanding and anticipating guest needs
- Maintaining high level of knowledge which will enhance guest experience
- Demonstrating service attitude that exceeds expectations
- Taking appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.
- Maintaining high level of product and service knowledge about all F&B activities and offerings.

Health Safety & Security

- Demonstrates an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel
- Good Knowledge of emergency and evacuation procedures at the hotel
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of the Director of Food and Beverage or his/her delegate as per the Safety Procedure of the Hotel.

Background, Skills and Experience

- A Bachelor's Degree in Hotel and Restaurant Management or any other related course.
- Minimum of 8 years' experience with at least 4 years' Supervisory role in a Five Star Hotel playing similar role
- Very Strong Knowledge of Food, Wine and Service
- Good Communication and Interpersonal Skills
- Ability to work under pressure and deliver on deadlines
- Good Planning and Organizing Skills
- He/she must be able to delegate and possess Leadership Skills
- He/she must be Detailed Oriented, show good problem solving skills and must be able to work effectively and efficiently in a team