



GOODWOOD

The Role

The **Restaurant Manager** will be part of The Goodwood Hotel and report to the General Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

Our Values

The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

To be the 'face' of the Bar and Grill Restaurant, managing the operation efficiently, and delivering an excellent customer experience whilst maximising revenue opportunities.

To lead and inspire the team, creating great communications between the Front of House and Back of House operations as well as across the wider Hotel.

Key responsibilities

- To set, maintain and monitor the food and beverage standards in terms of presentation and service ensuring consistency and quality whilst controlling costs.
- To create and deliver an amazing customer experience in line with the brand standards
- To manage all costs (Food, Beverage and Breakage) and recommend / implement measures to control them.
- To plan staffing to maintain service levels whilst controlling staffing costs.
- To ensure compliance with applicable liquor laws, hotel rules and restaurant limitations.
- To produce management reports / information as required.

- To establish, build and maintain build good relationships with all customers and handle complaints, requests and enquiries on food, beverage and service correctly and courteously.
- To lead by example, offering excellent levels of service and professionalism, and to help the team develop their customer service skills.
- To Foster an environment where ideas for improvements to products, processes and service are welcomed and encouraged.
- To monitor, set and review objectives in line with the performance review and induction processes.
- To ensure that there is clear consistent and two-way communication within the team.
- To adhere to the Hotel policies on Fire, Hygiene, and Health & Safety. Ensure that all potential and real hazards are reported and rectified immediately.
- To be fully conversant with all Goodwood Group products and services, in order to give potential and existing customers accurate information in a professional and timely manner.
- To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance.
- To undertake any other duties as requested by the Senior Management team, in accordance with the scope and responsibilities of the role.

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself • Excellent communicator • Commercial awareness | <ul style="list-style-type: none"> • A passion for training and developing people • A presence to lead and inspire a team • Cost control management skills • Good negotiation and influencing skills • A sense of fun! |
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What do you need to be successful?

- A good standard of education with evidence of business and financial training
- Knowledge of food, wines and spirits
- Health and safety and/or Basic food hygiene certificate
- Relevant experience in a restaurant management position
- Experience of, and enthusiasm for leading and supporting change initiatives
- Experience of leading a team and developing others

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	3
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	3
Working Together	2