

## Role Profile

<b>Group role family</b>	<i>Manager</i>
<b>Role Title</b>	<i>Front of House Manager</i>
<b>Department</b>	Front of House
<b>Location</b>	On site
<b>Contract Type</b>	Permanent

### Role purpose

Reporting to the Director / Owner as a key member of the Front of House team you are responsible for providing a superior customer experience with a keen focus on professionalism supporting the business aspirations, leading the way as a highly reputable, dining establishment.

### Accountabilities and main responsibilities

- Overall operational responsibility for front of house
- Liaising with the kitchen to fully understand menus, their composition and provenance of ingredients
- Planning service / sitting formats / menu plans in conjunction with Head Chef to best effect and an exemplary customer experience
- Managing restaurant bookings and reservation system
- Oversee the flow of guests within the restaurant
- Greeting and escorting guests to their tables with a professional and positive attitude. Advising guests on menus & beverage choices; confidently describing our menu and its dishes
- Maintain ambience of restaurant – table settings, lighting, cleanliness, hygiene
- Oversee and pro-actively deal with guest queries and a rare complaint
- Support guests Special Occasion arrangements eg. Birthdays, Anniversaries, Honeymoons, Weddings
- Promote special In-House events e.g. Chef collaborations
- Conducting regular stock-takes and ordering as necessary and handling deliveries



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- Maintaining the condition of beer and wine
- Adhering to budgets and increasing profits
- Managing bar and restaurant staff including rotas
- Play a lead role in maintaining and enhancing our customers' satisfaction, overall experience and expand our clientele and reputation to ensure long-term success
- Maintain up to date knowledge of trends and new capabilities in the restaurant / catering industry, introducing new ideas and innovation to our business tactics
- Training Staff
- Initiate change and process improvement when and where necessary.

#### **Qualifications and skills**

- The successful applicant will have demonstrable experience in their field
- Excellent Customer Service Skills and ability to understand and respond to individual guests needs and requirements
- A genuine interest and understanding in food and drink – wine and cocktail knowledge is essential
- Exceptional communication and presentational skills
- Problem solving skills and the ability to think on one's feet under pressure whilst maintaining a positive outlook and attention to detail
- Able to organise time effectively, forward plan and prioritise tasks to ensure workload is balanced and urgent situations are dealt with immediately
- Ability to work as part of a small team and independently and use initiative
- A natural ability and confidence to sell / promote with excellent business visioning
- Ability to challenge the norm
- Have a common sense, pragmatic approach

#### **Desirable Criteria**

- A Degree/ Diploma in Hospitality or equivalent considered an asset
- At minimum of two years' supervisory experience in a similar environment
- Experience of operating successfully in a complex, fast paced industry / organisation
- Personal License holder

*Whilst this reflects the role it is not exhaustive, and employees will be expected to be flexible and take on activities outside of those listed from time to time.*



### Our values

Identify and discuss our [George values](#) all of which are relevant to your role. [Assess yourself against these values](#). Using one of the following frequencies: Always, Almost always, More often than not, Occasionally, or Never. Be prepared to provide evidence of you exhibiting these values and behaviours.

Our Values	Associated behaviour	My assessment	Agreed assessment
<b>OPEN</b> I am honest and transparent and always act with integrity	I treat my colleagues and customers with kindness and always fairly		
	I am approachable		
	I embrace diversity and respect my colleagues		
	I share challenges and solve issues together		
<b>INGENIOUS</b> I think smartly, am resourceful and innovative	I have the courage to think and do things differently		
	I am not afraid to ask questions		
	I look for new and innovative solutions		
<b>COLLABORATIVE</b> I take ownership but also draw on the benefits of teamwork and partnering	I respect, support and benefit from shared views and ideas		
	I share challenges and work in partnership with others to solve them		
	I combine the talent and skills of our businesses to deliver the best results		
<b>EFFECTIVE</b> I deliver what I promise and believe great service can always be better	I am energetic and pragmatic		
	I strive to do the best I can		
	I have a can-do mentality and approach to delivery		

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