

JOB DESCRIPTION

Position:	Villa Restaurant General Manager	Department:	Food & Beverage
Reporting to:	F&B Manager	Date:	December 2023
Reports indirectly to:	General Manager	Updated by	Remi Jurdic

POSITION SUMMARY

To be responsible for managing our Newly refurbished Villa Corinthia Restaurant by Francesco Mazzei. This world-renowned Italian chef settles in Malta to set new standard by delivering the best authentic Italian cuisine with Maltese sourced product. This unique concept in Malta is on the lookout for a Restaurant General Manager that can set new high-end standard within the Maltese Island. The Restaurant General Manager will be responsible to deliver an excellent guest experience while training staff and working within budgeted guidelines. To carry on and be the face of Francesco Mazzei in Malta and build upon the reputation of both Corinthia Hotels and Francesco Mazzei. To be a key driver within the F&B management team to outline the F&B vision and strategies. To oversee all aspect of the outlet by providing highly efficient and effective direction and leadership, whilst ensuring that all financials and statutory requirements are met and supporting the delivery of outstanding customer service. This role is an executive role. The Restaurant General Manager holds responsibility for the direction and growth of the outlet and for taking and driving the outlet decisions.

DUTIES AND RESPONSIBILITIES:

- Leads the training and development of the team in line with the priorities of the business, ensuring that all colleagues have the necessary skills to perform their duties at an exceptional level, whether on the sales of beverages, wines, and/or food items, or any agreed standards of service and delivery.
- Looks for opportunities to improve the sales and the profitability of the Villa Corinthia.
- Represent Chef Francesco Mazzei in Malta and be the face of the Restaurant.
- Drives the recruitment, management, training, and development of the team.
- Outlines the strategies for the restaurant as part the yearly budget and S&M plan.
- Takes a proactive approach to the Front of House and Food and Beverage activities, anticipating potential opportunities.
- Leads and supports the Villa Corinthia outlet operation.
- Has a clear understanding of the core of each business and their expectations.
- Maintains effective communication with all departments and ensures that the General Manager, Head of Department of the various outlets and peers are kept well informed of any promotions, changes, problems/queries.
- Handles any problems/complaints that arise and report back to the F&B Manager.
- Attends any training sessions and/or meetings as required.
- Liaises with other divisions and departments to ensure good communication and offer support.
- Is fully conversant with the Corinthia Employee Handbook and ensure that they are adhered to.
- Ensures that all special requirements for guests in the Villa Corinthia are met.

- Ensures the outlet set up is according to standard.
- Checks all Food and Beverage related Guest and Quality standard assessment reports daily, to analyse all such feedback against LQA Quality standards and to put in place an action plan by working closely with the F&B Manager.
- Liaises with the F&B Manager in respect of any trends in learning and development needs in relation to Quality Standards that will benefits any outlets.
- Communicates and coordinates activities with the relevant Executives.
- Is fully aware of all relevant suppliers and their products and or order accordingly as and when necessary due to business demand. Maintaining appropriate par levels.
- Ensures all departments staff work hygienically and productively,
- Ensures the standards and controls for health and safety, hygiene, risk assessments, HACCP, manual handling, and produce are maintained as prescribed by legislation, the company, and independent auditors.
- Has a detailed knowledge of department brand standards and be able to explain the standards to the team.
- Liaise with the DOSM , Francesco Mazzei and the F&B Manager to create and implement sales promotions and staff incentives.
- Ensures that all in house control systems / audit requirements are always adhered to.
- Manages all invoices query, price update, Symphony setup and control on a daily and monthly basis. Prepares and controls the day-to-day operational procedures to maximize sales, cost control and standards of service.
- Attends to any guest comments brought to their attention either directly or through the General Manager, or other Executives or Head of Department and to deal with these efficiently and courteously.
- Greets and maintains an excellent working relationship with guests/clients and colleagues.
- Entertain existing and potential guests/clients.
- Carries out yearly appraisals with the staff members.
- Maintains exceptional levels of customer care.
- Ensure that the agreed Quality systems and standards of performance are kept up-to-date and reviewed regularly.
- Logs all operational incidents that may affect the business or have an impact on guest service in the Duty Manager's Logbook and ensure appropriate follow-up to all incidents.
- Understands and fully conversant with the Computer Systems in place, Corinthia Hotel Group Website, the Intranet, Outlook, and other office applications,
- Ensure that any defects are reported and rectified.
- Ensures that guest history is maintained and that even' guest in stay is linked to the correct client file.
- Reviews and set up procedures and policies for business and service improvements when required.
- Develop Menus and concepts to stay ahead of the competitors.
- Sets outlet targets and objectives, work schedules, budgets, sales plans and policies & procedures.
- Promotes the services and facilities available to guests within the outlets and support the Assistant Restaurant Manager/ Supervisors during operational periods.
- Ensure Symphony is fully up to date and satisfying the operational need of each outlet.

- Create new drinks and wine menus.
- Recording Payroll Data
- Organizing of Weekly Schedules
- Manages the Restaurant Inventory and keeping it organised.
- Submitting of daily outlet report to the F&B Team. Report is to contain outlets performance, dining covers and monetary outcome.
- Conduct training schemes every 3 months

CONFIDENTIALITY

- Whilst working for the company there will be access to a wide variety of confidential information concerning the company, guests and employees.
- It is vital that all such information remains confidential and must not be disclosed to anyone outside the company, guests and employees, unless otherwise stated. Please refer to the Employee Handbook for full policy details.

HEALTH & SAFETY

- To be aware of and comply with safe working practices as stipulated by the Health and Safety Act and as applicable to your place of work. This will include the incumbent's awareness of any specific hazards at the work place.
- The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
- To report any defects in the building, plant or equipment according to hotel procedure.
- To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
- To attend statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning:
 - Fire, Health and Safety
 - Regulations, such as COHSS in the European Union, related to the control of substances hazardous to health.
 - Risk Assessments for your department
 - Hotel Fire & Bomb Procedures

OTHER INFORMATION

- As the hotel's level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
- The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

TALENT PROFILE	
Experience:	<ul style="list-style-type: none"> • Experience in a similar role or as Assistant Restaurant General Manager within a 5-star high volume environment or World class standalone restaurant. • Team leading and management experience • Previous team leading training and experience
Skills & Knowledge:	<ul style="list-style-type: none"> • Strong Food & Beverage knowledge (wine knowledge) • Customer Resolution skills • Team Training skills • Appraisal training • Up selling skills • Strong personality • Ability to drive the team to provide high level of service and consistency
Education or Qualification:	<ul style="list-style-type: none"> • A degree or equivalent in operational management
Requirements:	<ul style="list-style-type: none"> • Ability to work varying shifts including weekends, nights and bank holidays • Ability to work long hours • To be able to work on your own and within a team

I have read and understood this job description for a **Restaurant General Manager**

Print Name.....

Signed.....

Date.....