



# Job Description – Restaurant Manager

## *Roots York*

**Report to:** General Manager

**Hours:** 45 hours per week Wednesday – Sunday

**Package:** Total package of £45,000 per annum including Tronc, plus company bonus scheme

**Location:** Roots, Marygate, York YO30 7BH

### *Overview*

The Restaurant Manager is responsible for the day-to-day running of Roots, ensuring the site operates according to its vision and goals. You will ensure that all departments are working collaboratively and delivering a high-quality, fine-dining service to all guests.

### *The Role and Responsibilities*

- Service – Being the face of the business in the restaurant.
- Managing floor operations, ensuring high levels of customer service at all times to always meet our guest's expectations to enhance and maintain the reputation of Roots.
- Providing the attention to detail that we need to push standards forward.
- Have a flexible and adaptive hands-on approach in order to support the restaurant team.
- Manage, support and train FOH team.
- Ensure all team members receive guidance and feedback where necessary to be successful in their role, organising appraisal processes and goal setting.
- Being aware and managing service flow, service board and dietary requirements.
- Ensure strong FOH and BOH communication.
- Scheduling and staffing organisation.
- Ensure restaurant cleanliness is maintained to company standards and expectations.
- Cash up and reporting responsibilities.
- Dealing with face-to-face customer complaints and ensuring acceptable outcomes.

### *The Person*

- A mature outlook.
- Quality driven.
- Impeccable attention-to-detail.
- Excellent communication and organisational skills.
- A friendly and approachable manner.
- A genuine passion for the hospitality industry and guest experience.
- High standard of personal presentation, with a confident, professional and welcoming personality.
- Ability to work under pressure, giving direction and leadership to the team.
- A self-motivated and driven individual who is results-orientated and proactive.
- Ability to work independently and as part of a team.

### *How to apply*

To apply, please send your CV and covering letter to Emma and Matthew via [careers@tommybanks.co.uk](mailto:careers@tommybanks.co.uk)