



## Waddesdon Manor Job Description

<b>Job Title: Assistant Restaurant Manager</b>	
<b>Managed by: Restaurant Manager</b>	
<b>Department(s): Five Arrows Hotel &amp; Private Events</b>	<b>Location: The Five Arrows Hotel, Aylesbury, Bucks HP18 0JH</b>

### Overall Purpose:

The Five Arrows Hotel is situated in the Buckinghamshire village of Waddesdon. It was built in the 1870s by Baron Ferdinand de Rothschild to form part of the model village which was overlooked by his country house, Waddesdon Manor.

Today the Manor is owned by the National Trust and a large part of the activity at the property is funded by private Rothschild family trusts. The Hotel is leased by the Manor's trading company and operates as part of this commercial activity.

The Assistant Restaurant Manager will need to work closely with the Restaurant Manager, General Manager, the Head Chef and the Events Manager, to enable the Restaurant and functions to run smoothly.

The main objective of the Assistant Restaurant Manager is to ensure that the restaurant achieves excellence in everything. We want to ensure that all our guests are happy, that our staff are well trained, stimulated and feel involved, and that we contribute as much as possible to the financial well-being of Waddesdon.

### Outline of Role:

#### Service:

- The most important responsibility of the ARM is to make all customers to the Hotel feel welcome. The management of the door, of seating, and of complaints should they arise, is a fundamental task.
- The ARM needs to ensure that all his/her staff are equally welcoming and friendly. Every effort must be made to serve the customer's needs where at all possible.

#### Food Service:

- Ensure the serving of the food produced in the kitchens is consistent with the highest possible standard. This will need close liaison with the Head Chef and agreement as to how s/he wishes each dish to be served.



- It will involve checking that tables, chairs, utensils, etc, are clean, that food arrives promptly and with the necessary accoutrements, and that each table is happy with their food.
- A similar requirement is necessary for the bar area.

#### **GP:**

The ARM has an important role to play in achieving the wet GP as set by the General Manager. Very careful attention to detail will be needed in many areas:

- achieving good purchase prices
- checking sales mix figures to ensure the overall wet GP is achieved
- setting good value but realistic prices
- helping sell wine and train others to do so
- rotating, transferring and ensuring the safety of stock.

#### **Staff:**

- Work closely with the RM to achieve optimum staffing levels throughout the year.
- Combined with the RM, the training of front of house staff in all skills necessary for the successful completion of their duties; both induction training and encouraging the continued occupational development of staff members.
- Help with the motivation of front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Organising staff rotas to cover daily requirements as well as covering special events as appropriate.
- The close monitoring of staff checking in and out daily and the collation of hours.
- Ensure that all staff read and understand the Trust's written statement of policy for Health & Safety at Work and that they observe all Health & Safety at Work Regulations as set out by the National Trust in accordance with statutory obligations.
- The training of all front of house staff in the history and geography of the House and Gardens.
- Ensure the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the General Manager.
- Ensure the highest standards of punctuality, appearance, service, behavior and politeness

#### **Equipment:**

- Ensure that all restaurant and bar fixtures and fittings are respected and cared for by all staff. Notify the RM of all breakages and equipment failures.

#### **Supplies:**

- Ensuring the safety of Restaurant stocks and liaising with the General Manager re ordering.

#### **Events:**

- Liaising with the RM to develop an Events diary for the Hotel.



### General:

- Work as part of the Hotel team, liaising with other departments within the Hotel and the Manor as appropriate, ensuring good communication at all times.
- Dealing with customer telephone enquiries, taking room bookings and table reservations.
- Checking-in Hotel guests as required and ensure that all check-in procedures are followed.

### Knowledge, Experience & General Attributes:

- At least one year's experience in a hotel environment.
- Experience of supervising staff would be an advantage.
- Excellent communication and customer service skills.
- Computer skills, including Microsoft Word and Outlook.
- Experience of computerised tills desirable.
- Attention to detail.
- Numerate.

### Terms & Conditions:

- Salary:** £20,000 per annum + a share of the discretionary service charge.
- Hours:** a minimum of 37.5 hours per week, on a seven day rota, to include split shifts.
- Holiday:** 25 days per annum, increasing to 28 days after three years service and 30 days after ten years service.
- Other:** National Trust Staff Card which entitles free entry at all NT properties and a discount in their shops.
- Matched company pension scheme up to 10% of salary.