



<b>Position Title</b>	Restaurant & Bar Manager
<b>Objective of Position</b>	To supervise and control all catering outlets in the hotel to the required standards within agreed budgetary limits and parameters of the law, particularly liquor law.
<b>Report To</b>	General Manager
<b>Responsible For</b>	All restaurant, bar, room service and banqueting,
<b>Relationship With</b>	Head Chef, Housekeeper, Front of House Manager, Security Manager, Personnel Manager, Maintenance Manager, Accountant and local authorities (ARLA, Police, RPH etc.)
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure the prompt and efficient service of all meals, snacks, beverages and functions to the required standards.</li> <li>• Ensure profit margins are maintained and agreed costs are not exceeded through effective control systems, including auditing against dockets, sales analysis, menu costings and cash checks.</li> <li>• Ensure restaurant/s, bar/s and cloakrooms are clean, well maintained and stocked with the stipulated requirements.</li> <li>• Ensure the efficient running of the banqueting department and all banqueting rooms.</li> <li>• Ensure that table appointments are impeccable.</li> <li>• Ensure that waiters are always correctly and smartly dressed, they offer professional and courteous service to their customers, and they comply with the required standards.</li> <li>• Act as Duty Manager as required.</li> <li>• Ensure consumable and non-consumable goods are ordered, correctly stored and issued to the various departments.</li> <li>• Ensure maximum security in all areas under your control and staff are fully aware of the importance of key security.</li> <li>• Ensure company and statutory hygiene standards are maintained in all areas.</li> <li>• Attend promptly to customer complaints.</li> <li>• Take the necessary steps in the event of theft, burglary or fire.</li> <li>• Ensure reports and administration requirements are promptly submitted.</li> <li>• Hold regular performance appraisals with all management staff, identifying areas for development and training needs, and ensure this training is affected.</li> <li>• Be fully conversant with all statutory requirements regarding food and beverage operation, that all licences, including special licences, are</li> </ul>



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	<p>applied for and the conditions affecting the issues of a liquor licence are not jeopardised.</p> <ul style="list-style-type: none"> <li>• Ensure regular stock-takes are conducted.</li> <li>• Prepare and submit in the required format all information necessary for accurate budgeting purposes.</li> <li>• Ensure an effective table reservation system is in operation.</li> <li>• Hold regular staff meetings.</li> <li>• Be fully aware of trends in the industry and make suggestions for improvement of the catering operation.</li> <li>• Attend meetings as required.</li> <li>• Carry out, or ensure regular on-the-job training is taking place to agreed standards.</li> <li>• Ensure the most suitably qualified person is appointed in the event of a vacancy.</li> <li>• Any other duties the employer may reasonably require.</li> </ul>
<b>Relevant Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 5 National Diploma in Hospitality (Food and Beverage)</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Honest and reliable</li> <li>• Good communication skills</li> <li>• Leadership skills</li> <li>• Excellent customer service</li> <li>• Able to work alone as well as part of a team</li> </ul>
<b>Limit of Authority</b>	