



Career Fact Sheet: Restaurant Manager

A Restaurant Manager, whether in a fine dining establishment or a casual eatery, is responsible for the management of a restaurant.

To take the view of David Hennigan, UK Restaurant Manager of The Year 2010, being a good restaurant manager "starts with a sound basic knowledge in how to act and behave in a high quality restaurant, the food offered, how to serve and present it, the logistics of greeting guests and the procedure for presenting a bill and saying goodbye and everything in between. There are of course more technical attributes such as wine service, bar service, personnel management understanding simple accounts and costs and a myriad of other complex accounting systems..."

So, the responsibilities are numerous and varied but they include organising staff work schedules and ensuring all relevant training is given in order to allow staff to conduct themselves in the appropriate manner for the restaurant. Furthermore, it is often the case that service and performance standards are implemented to ensure that staff continue to conduct themselves properly and to the best of their ability at all times.

As mentioned above, a restaurant manager must be highly numerate because they are responsible for stock taking, ordering from suppliers and working within a competitive budget. Many other administration procedures also need to be followed accurately so an eye for detail is important.

Skills

- Literacy
- Numeracy
- Communication
- Sales Skills
- Preparation of food and drink areas
- Handling financial transactions
- Effective team manager (keeps others informed, reports issues, deals with disagreements constructively etc)
- Excellent organisational skills

Knowledge

- Customer facilities and services
- Relevant legislation
- Company policy and procedure
- Complete knowledge of the menu: food and drink served and daily specials, wine, promotions etc

Attributes

- High standard of personal presentation, punctuality and initiative.
- Polite and helpful
- Responsive and enthusiastic
- Ability to work under pressure

