



# GOODWOOD

## The Role

The **Restaurant Manager** will be part of The Farmer, Butcher, Chef Restaurant and will report to the Hotel General Manager.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

## Our Values

### The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

### Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

### Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

### Sheer Love of Life

We want to make everyone feel special by loving what we do.

## Purpose of the role

Unique team bonds, lots of fun and passion is what we want our Manager's to embrace every day.

As a brilliant Restaurant Manager, you need to be able to support, lead, motivate and coach the team. As the “conductor of the show”, you'll thrive on creating magic moments for staff and customers alike.

You will have a fantastic head for numbers and be able to develop commercial plans, create and control budgets and drive revenue opportunities.

## Key responsibilities

- To set, maintain and monitor the food and beverage standards in terms of presentation and service ensuring consistency and quality whilst keeping an eye on costs.
- To create and deliver an amazing customer experience in line with the restaurants identity
- To manage all costs (Food, Beverage and Breakage) and recommend / implement measures to control them.
- To plan staff levels to meet business needs with the Assistant Manager, ensuring we have the right team structure in place
- To produce management reports / information as required and manage monthly financial budgeting and forecasting for the Restaurant

- To lead by example, offering excellent levels of service and professionalism, and to help the team develop their skills and their longer term careers
- To foster an environment where ideas for improvements to products, processes and service are welcomed and encouraged.
- To manage the team in a way that embraces a sense of fun and a focus to deliver the very best.
- To ensure that there is clear communication within the team and across the wider Estate
- To take full responsibility for recruiting the best team possible, through advertising and using talent cards.
- To establish, build and maintain amazing relationships with all customers, ensuring the team handle
- To ensure compliance with applicable liquor laws, hotel rules and restaurant limitations.
- To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance.
- To undertake any other duties as requested by the Senior Management team, in accordance with the scope and responsibilities of the role.

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> <li>• Excellent communicator</li> <li>• Commercial awareness</li> </ul> | <ul style="list-style-type: none"> <li>• A passion for training and developing people</li> <li>• A presence to lead and inspire a team</li> <li>• Cost control management skills</li> <li>• Good negotiation and influencing skills</li> <li>• A sense of fun!</li> <li>• Passionate about Food</li> </ul> |
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<b>What do you need to be successful?</b>
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- It is essential that you have previous experience in a service driven busy restaurant environment.
- You live and breathe standards and service consistency and you are passionate about training and development
- You are passionate about inspiring your team to deliver to perfection
- You will love a challenge and be keen to make a real difference
- You’ll be a team player and an inspirational leader.
- You have a great mix of service delivery and commercial acumen – spotting great revenue opportunities and controlling costs
- Strong knowledge of food, wines and spirits
- Educated to a good standard, you will ideally hold a Hospitality qualification and you’re your Health and safety and/or Basic food hygiene certificate

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	3
Communication & Trust	3
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	3
Working Together	3