



JOB DESCRIPTION ASSISTANT MANAGER

Department: RESTAURANT / FLOOR / RECEPTION

Reports to: GENERAL MANAGER

Purpose of Position:

To support the General Manager in the efficient and profitable running of the Restaurant, Floor or Reception operation within Bounce; the Assistant Manager is responsible for the organisation and supervision of excellent service in their designated area, maintaining the Company's established reputation and ethos.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the Bounce brand.

Core Non-Negotiable Skills and Experience:

- Proven organisational skills; a proficiency in organising and managing different tasks to required deadlines
- At least one year's restaurant management experience, preferably within a high volume, similarly complex operation
- An excellent team player, able to take direction and with a desire to develop leadership skills, working with the GM to inspire and motivate the department's team of employees
- Fluent verbal and written communication and excellent interpersonal and customer service skills
- Expertise and patience to deal with any issues that arise – an analytical and creative approach to correcting the existing problem and avoiding future conflict

Our Managers:

- Have a genuine desire to provide the best customer experience, exceeding customer expectations and constantly reviewing and evolving their own performance and that of their teams.
- Maintain the highest personal standards of integrity, conduct and performance; they are adaptable, energetic, dependable and have a strong work ethic.
- Have impeccable presentation.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, ensuring co-operation between employees in all departments to make Bounce is the best it can be.



Key Duties and Responsibilities:

- Manage the operation of the department with passion, integrity and knowledge while promoting the culture and values of Bounce.
- Assist in the achievement of sales and profit targets as set by the GM; guiding and motivating the department team to maximise sales and control costs.
- Be responsible for accurate rota planning, based on forecast sales and core wage budget; taking the necessary daily action to reduce or increase hours, in line with sales.
- Identify and delegate responsibilities to employees to ensure that excellent service is consistently delivered.
- Be fully conversant with every food and drink menu item.
- Organise the department to ensure established opening and closing procedures are adhered to, in line with Company policy and completed in the time allocated.
- Maintain good communication between departments on a daily basis.
- Be proficient in each and every area of the department's operation and to help when and wherever necessary.
- Build and maintain excellent relations with guests; welcome guests in a professional and friendly manner and ensure that their wishes are met so far as is reasonably possible.
- Ensure that the billing procedure is thorough, correct and complete after each transaction.
- Review operational and employee performance to identify any problems, concerns or opportunities for improvement.
- Ensure the department's operation meets or exceeds required standards of food and beverage quality, consistency and timeliness and of safety and cleanliness.
- Effectively receive guest feedback and use this to improve service and maintain the highest possible standards.
- Assist the GM with the recruitment and training of team members and to manage and motivate the team to realise their maximum potential.
- Follow stock control procedures and guidelines; ensure correct purchasing procedures are followed; undertake stock takes as directed by the GM; assist the GM to ensure the consistent quality, rotation and levels of stock.
- Observe Company's rules and procedures and carry out any reasonable request made by their Manager.
- Be aware of your responsibilities and adhere to legislation in respect of licensing, data protection, Health and Safety at Work and COSHH.
- Attend and assist the GM with training sessions and team meetings as required.

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.