

TRINITY

Job Description

Title: General Manager.

Reporting to: Operations Manager.

Role Overview: Overall responsibility of the running of the daily operation and culture of the restaurant.

1. People & HR:

- Day to day management of all Front of House teams, leading and supporting in all areas of the restaurant – Trinity and Upstairs
- Nurture positive relationships with and develop a thriving culture in the restaurant.
- Oversee and lead all restaurant level recruitment.

2. Training, Learning & Development

- Develop all team members through (Leadership) coaching and mentoring, leading the team and implementing progression plans.
- Create and oversee the implementation of all training documents across the dining room.
- Ensure all new team members complete an onboarding process and are trained to standards.
- Create and lead all trainings and briefings with other HOD's.

3. P&L

- Drive revenue (with sales, reservations and events).
- Control costs (labour, GP and other controllable costs).

4. Guest Experience

- Develop and nurture a guest focused approach in service.
- Ensure all enquiries, guest recovery and complaints are handled.
- Constantly analyse, evaluate and produce new ideas to improve guest experience.
- Maintaining guest notes and understanding our regular guests.

5. Systems, Property & other Assets

- Understand and oversee all systems onsite: OpenTable, Tevalis, Workforce, Microsoft Teams.
- Responsibility for all property related systems and processes: repairs & maintenance, waste, cleaning, pest control, plants, light & sound, electricity usage, heating/ac.
- Ultimate responsibility for all other assets: linen, uniforms, menu printing, stationery, sales/reservations/events & deposits.
- Oversee all processes: site orders, stock take, rota, invoice reconciliation/approval, payroll.