**RESTAURANT MANAGER - ABERDEEN**

The Marcliffe Hotel & Spa, one of Scotland's finest luxury and elegant five-star Scottish country retreats has a new and exciting opportunity for a Restaurant Manager to join the family friendly exclusive hotel.

With its warm ambiance and picturesque setting on the outskirts of the historic city of Aberdeen. The Marcliffe hosts 40 bedrooms, function suites ranging from 350 to smaller, private dining and a fine dining restaurant. The hotel offers vast opportunities for clientele to enjoy some of Scotland's finest local delicacies in addition to activities such as world-renowned golfing, fishing and famous whisky trails.

**THE ROLE**

Reporting directly to the General Manager, the Restaurant Manager has a hands-on approach, leads from the front and by coordinating the entire Restaurant operation, is a key representative of the Marcliffe Hotel & Spa.

Having management responsibility for the Restaurant team - leading, training and developing employees is fundamental to the success of the team and overall business. Providing customers with the best possible experience by ensuring the Restaurant is run efficiently and to the highest standard expected at the Marcliffe Hotel.

Working with the Management team, the Restaurant Manager continuously monitors and manages customer feedback to ensure the highest levels of customer service are delivered and maintained.

**RESPONSIBILITIES**

**Operations**

* Lead the Restaurant team to create a warm and welcoming environment to ensure guests receive a personal and memorable experience.
* Maximise revenue and profitability on an ongoing basis by upselling and actively pursuing any opportunities that arise.
* Manage the weekly staff rotas to maximise the use of resources and minimise costs.
* To order, monitor and control costs and stock levels for liquor to ensure all requirements are met and ensure minimum wastage and security of stock.
* Support and contribute to the development of the restaurant menus.
* Create and maintain the perfect restaurant ambiance through lighting, music, linen service, and tableware.
* Liaise with all other departments as required to ensure accurate guests’ information is obtained, requirements are met and consistent, high-quality presentation of food and beverages.
* Assess guests needs and preferences, make suggestions and provide food, wine and beverage recommendations.
* Pour guests wines and other beverages and ensure they are adequately topped up during their visit.
* Respond to any customer complaints and take appropriate action
* Maintain up to date knowledge of all current licensing, health, safety and food hygiene requirements and to ensure that the restaurant staff are fully compliant.
* Provide reports as required by the Senior Management Team / Owners.
* Be financially aware of how role and department impact on hotel profit and loss.

**Staff Management**

* Create a professional and positive people culture for employees through effective communication, regular team meetings and providing positive support, encouragement, and feedback.
* Maintain the highest standards of conduct, dress, hygiene, uniforms, appearance, and posture of all team members.
* In collaboration with HR, recruitment, selection and onboarding of new staff.
* Proactively identify individuals training needs and provide development opportunities to ensure staff have the requisite skills and knowledge to perform as first class, highly efficient and motivated restaurant team.
* Performance manage staff as required and carry out regular reviews and annual appraisals.
* To ensure effective communication and provision of information to all staff through briefings/meetings and regular feedback.

**PERSONAL QUALITIES**

* Customer service focused with ability to relate well to all hotel guests and employees.
* Driven, charismatic, passionate and proactive with a hands-on approach.
* Personable, highly empathetic, self-motivated and able to work independently.
* Excellent communication and the ability to work well with others in a team.
* Strong organisation time management skills, attention to detail.
* Professional in demeanour and presentation.
* Tenacious with ability to multi-task, prioritise, work under pressure and to tight deadlines.
* Adaptable, innovative and flexible to business demands
* Operate effectively in a fast-paced environment and make informed and considered decisions.
* Delegate and/or escalate to ensure effective customer service.

**REQUIREMENTS:**

* Minimum of 2 years’ experience in a Managerial role within a 4- or 5-star luxury hotel.
* Strong knowledge of food safety regulations and procedures.
* Excellent knowledge of kitchen operations and food preparation techniques.
* Strong commercial awareness and business acumen.
* Flexibility to work evenings, weekends, and holidays as required.
* Good command of the English language is essential, both written and verbal.

**SALARY & BENEFITS**

* Salary**:** £30,000.00 - £35,000.00 per annum + gratuities
* Company pension
* Employee discount
* On-site parking
* Referral Programme
* Training and development
* Career progression

**Job Types**: Full-time, Permanent - 45 hours per week

**Schedule:** Days, Evenings, Weekend availability (weekly rota)

**Ability to commute/relocate:** Reliably commute or plan to relocate before starting work (required)

**Work Location:** Marcliffe Hotel & Spa

*All candidates must have the right to unrestricted employment in the UK and hold a valid National Insurance Number and UK bank account. Your information will never be shared with any third parties and will only be used for the purpose it is intended.*