

## JOB DESCRIPTION

<b>Job Title :</b> Restaurant Operations Manager	<b>Reporting to:</b> Managing Director
<b>Department :</b> F & B Operations	

**Job Summary:** The Restaurant Operations Manager will be responsible for managing and maintaining all the restaurants / coffees shops for the Nine Globe F & B Business. The Candidate will oversee all aspects of operations including but not limited to managing, staffing, planning, budgeting, procuring and training.

### **Key Responsibilities:**

- To manage operations and production at all the restaurants/coffee shops at Nine Globe
- Conduct due diligence of developing target franchisee restaurants, including feasibility study in terms of location, profitability, business objective etc
- To liaise with the respective Government/ Statutory Authorities to procure the necessary licenses and documentations
- To lead the operations and production team to deliver within specific standards and schedules required
- To manage overall costs including material, equipments, manpower etc
- To manage production planning, forecasting, purchasing and stock control
- To maintain and improve the overall performance of the restaurant/ coffee shop on a regular basis including cost analysis and monitoring of processes
- To work along with the Marketing team to develop Marketing Strategies and Promotion plans to successfully market the restaurant/ coffee shop brand in the relevant media
- Manage and supervise the food & beverage staff to ensure maximum utilization of the manpower allocated
- Ensure strict compliance with all relevant Hygiene and Safety legislation and requirements
- To maintain close, professional and effective links with all external contractors/suppliers to ensure that they deliver to mutually accepted agreements and highest quality levels
- To handle responsibilities for the special events held at the restaurant. It involves all planning associated with each event, right through to delivery

**Educational Qualifications & Experience:**

- A food/engineering related qualification/degree
- 6-8 years experience in a Managerial position required, preferably in a dining/restaurant setting and handling multiple units
- Knowledge of food hygiene and Health and Safety requirements
- A good understanding of quality assurance, procedures and protocols

**Key Skills Required:**

- Excellent Co-ordination skills
- Strong presentation and communication skills, verbal and written
- Effective planning, project management and organizing skills
- Strong interpersonal skills to work with internal teams and external suppliers and customers
- Must possess neat and pleasant grooming habits.
- Willing to put in the hours as and when required
- Proactive approach to problem solving
- Change orientated to make business improvements