

GOODWOOD

**The Role**

The **Assistant Restaurant Manager** will be part of the Kennels team and will report into the Kennels Restaurant Manager.

The day-to-day operation includes an 80 cover, a la carte menu restaurant operating Thursdays to Sundays. In addition, and throughout the week The Kennels restaurant also hosts a variety of social and corporate events including meetings, weddings and both social and corporate lunches and dinners. The Kennels also facilitates members during the key Goodwood events – Festival of Speed, Revival, Qatar Goodwood Festival, Members Meeting and Goodwoof. Attracting up to an extra 200,000 visitors to the Estate during these weeks, these are our busiest weeks of the year and all staff are required to work these weeks.

The Restaurant Manager and Assistant Manager team have a combined 27 years’ experience at The Kennels alone creating a great platform to learn and develop from. You would be responsible for a team of between 5 and 20 depending on the business requirements of any particular day.

**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 Daring Do Obsession for Perfection Sheer Love of Life

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don'tmind breaking the rules to create the best possible experiences.We will take toughdecisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To assist with the day-to-day operation of The Kennels Restaurant, ensuring all guests are given a unique and memorable experience. Lead the guest experience and overall delivery of food and beverage service in the restaurant at The Kennels.

**Key responsibilities**

* Assist with the day-to-day operation and delivery of service in The Kennels restaurant including Kennels events and external meetings and events
* Maintain a strong presence on the floor in The Kennels restaurant directly overseeing the delivery of service.
* Support, lead, motivate and coach front of house teams
* Ensure appropriate beverage stock control across The Kennels with ordering, recording, rotation and management
* Assist and guide staff to deal with issues and complaints and ensuring members and guest experiences exceed expectations.
* Conduct briefings and training to ensure that staff have strong product knowledge and are able to upsell and deliver service to the highest possible standards
* Be fully conversant with all E&H systems and procedures
* Ensure the team delivers exceptional M&E service
* Be completely aware and conversant with upcoming events and BEOs (Banquet Event Order) via daily briefing and weekly BEO meetings
* Have a full understanding of departmental budgets and targets
* Ensure the most efficient processes and procedures are in place in and are adhered to at all times for operating standards and financial controls
* Monitor, review and feedback on the team performance and set and review objectives in line with the performance review process with the restaurant manager
* To undertake any other duties that may be necessary to the needs of the business.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* An existing level of food and beverage knowledge
* Ability to lead and organise a team
* Good communication and understanding skills of a kitchen environment
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!
* A beginner to moderate level of wine and wine service knowledge
* Hands on work ethic within restaurant service and to lead by example
* Existing level of restaurant service knowledge and skills are a necessity

**What do you need to be successful?**

* Knowledge of food and beverage products including wine and spirits
* Passionate about inspiring a team to deliver perfection
* The ability to spot new revenue opportunities
* Strong commercial acumen to spot opportunities to control costs and maximise efficiency