

Job Title

Asst. Restaurant Manager

Department

Food & Beverage

Location

Chikmagaluru

Reports ToRestaurant Manager /
F&B Manager

Job Purpose

The Assistant Restaurant Manager is responsible for assisting in the management of all restaurant operations, ensuring exceptional guest experiences, maintaining luxury service standards, maximizing revenue, controlling costs, and developing a high-performing service team. The role supports the Restaurant Manager in achieving operational excellence while delivering personalized hospitality consistent with 5-star resort standards.

Key Responsibilities**Guest Experience & Service Excellence**

- Ensure exceptional guest satisfaction through personalized and proactive service.
- Welcome and interact with guests to build strong relationships and understand preferences.
- Handle guest complaints and service recovery professionally and efficiently.
- Maintain luxury dining standards and ensure memorable guest experiences.
- Monitor guest feedback and implement corrective actions where required.

Restaurant Operations

- Supervise daily restaurant operations to ensure smooth service delivery.
- Ensure compliance with all Standard Operating Procedures (SOPs).
- Monitor restaurant ambience, cleanliness, table settings, and overall presentation.
- Conduct pre-shift briefings and service reviews.
- Ensure proper opening and closing procedures are followed.
- Coordinate with Kitchen, Housekeeping, Engineering, and Stores departments for seamless operations.

Revenue & Business Performance

- Assist in achieving budgeted food and beverage revenue targets.
- Drive upselling and cross-selling initiatives.
- Monitor average spend per guest and revenue performance.
- Support menu engineering and promotional activities.
- Assist in forecasting business volumes and manpower requirements.

Cost Control & Inventory Management

- Monitor food and beverage costs to ensure budget compliance.
- Control breakage, wastage, and pilferage.
- Ensure proper stock control and inventory management.
- Verify daily consumption reports and inventory records.
- Maintain efficient utilization of departmental resources.

Team Leadership & Development

- Lead, motivate, and supervise restaurant associates and supervisors.
- Prepare duty rosters and manpower schedules.
- Conduct regular training programs on service standards, product knowledge, and guest engagement.
- Ensure employee grooming, discipline, and professional conduct.
- Support recruitment, induction, and performance management activities.

Banquets & Special Events

- Assist in planning and execution of weddings, conferences, corporate events, and special functions.
- Coordinate restaurant support for theme nights and resort events.
- Ensure guest expectations are exceeded during special occasions.

Quality, Hygiene & Compliance

- Ensure compliance with HACCP, FSSAI, and food safety regulations.
- Maintain hygiene and sanitation standards throughout the restaurant.
- Conduct regular quality audits and service inspections.
- Ensure adherence to health, safety, and fire procedures.TM

Skills & Competencies

- Excellent communication and interpersonal skills
- Strong leadership and team management abilities
- In-depth knowledge of fine dining service and etiquette
- Guest-focused mindset with attention to detail
- Ability to work flexible hours, including weekends and holidays

Qualification

- Degree / Diploma in Hotel Management or Hospitality Management.

Experience

- 5–8 years of Food & Beverage Service experience.
- Minimum 2–3 years in a supervisory role within a luxury hotel or resort.

Experience in fine dining, all-day dining, and banquet operations preferred.

General Clause

In addition to the above responsibilities, the Assistant Restaurant Manager may be assigned additional duties, projects, or operational responsibilities by Management based on business requirements and resort operations.

Employee Signature

HR Manager Signature