

**JOB DESCRIPTION**

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| **Job Title :** Restaurant Operations Manager | **Reporting to:** Managing Director |
| **Department :** 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

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**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