

Restaurant Manager, Tema

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Company: BusinessGhana

Location: Tema

Category: other-general

Proven work experience as a Restaurant Manager, Restaurant General Manager, Hospitality Manager or similar role
Proven customer service experience as a manager
Extensive food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
Familiarity with restaurant management software, like OpenTable and PeachWorks
Strong leadership, motivational and people skills
Acute financial management skills
BSc degree in Business Administration; hospitality management or culinary schooling is a plus

Coordinate daily Front of the House and Back of the House restaurant operations

Deliver superior service and maximize customer satisfaction

Respond efficiently and accurately to customer complaints

Regularly review product quality and research new vendors

Organize and supervise shifts

Appraise staff performance and provide feedback to improve productivity

Estimate future needs for goods, kitchen utensils and cleaning products

Ensure compliance with sanitation and safety regulations

Manage restaurant's good image and suggest ways to improve it

Control operational costs and identify measures to cut waste

Create detailed reports on weekly, monthly and annual revenues and expenses

Promote the brand in the local community through word-of-mouth and restaurant events

Recommend ways to reach a broader audience (e.g. discounts and social media ads)

Train new and current employees on proper customer service practices

Implement policies and protocols that will maintain future restaurant operations

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