



## **JOB DESCRIPTION – DUTY MANAGER**

**JOB TITLE: DUTY MANAGER**

**REPORTING TO: OAKA GROUP PARTNERS (PATCHAREE SHAWEEWAN and PAUL HOOK)**

**JOB PURPOSE:**

### **JOB PURPOSE AND QUALITIES:**

To increase the turnover and profitability of restaurant and licensed business belonging to 'Oaka Group'. The role requires supporting the Management in the training and co-coordinating of staff. Expectations always include operating to 'Oaka' brand values, and vision to 'lead the art of Hospitality', and within Company policy, procedures, and legislative legal requirements.

The Duty Manager should be highly motivated to set exceedingly high work standards and produce results with the help of the whole team. He or She should seek opportunities to improve operations on a consistent basis by constantly adapting to ensure the venue is profitable, pleasant, and safe. The role demands a passion to achieve and sustain a reputation for outstanding quality food, drinks, and real ales. The Duty Manager should be able to: open and close the Restaurant and Pub; co-ordinate with front-of-house bar staff and kitchen staff; purchase food and beverage stocks; operate the till (and oversee correct till procedures being followed); handle cash; track inventory; create reports; train and manage staff; work with suppliers; take reservations; organise seating; deliver outstanding customer service; take responsibility for day to day shift running of the pub and restaurant including deliveries, floats, timesheets and work rota.

### **PRINCIPLE RESPONSIBILITIES:**

#### **1. PERSONAL PLANNING:**

- Work a variety of shifts covering all business hours, and within these shifts plan task completion and training and development of others.
- Complete daily inspection audits and action findings.

#### **2. COMMUNICATION:**

- Promote good relationships and positive open communication with all colleagues and 'Oaka' group inter-related businesses.
- Attend Staff meetings minimum quarterly, and Manager's meetings monthly, ensuring all requested information is brought to these meetings.
- Ensure you and other employees are working towards identified Company goals.
- Complete regular communication sessions with the Senior Management.
- Have excellent staff management, leadership skills and social skills.

#### **3. ADAPTABILITY:**

- Understand the need for change and display a positive attitude towards it
- Motivate others to accept change and the reasoning behind it
- Use initiative to assist with implementing change at the venue
- Show flexibility towards the job and re-prioritise tasks. Adapt management style to motivate others.
- Assist the Management to incorporate systems and attain targets in a timely manner.
- Be knowledgeable in profitability and performance to ensure targets are met or exceeded.
- Help organise and implement events on an ongoing basis.
- Be multi-skilled with the ability to step into any role required within the pub and restaurant operation
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#### **4. STANDARDS OF WORK:**

- Ensure the highest standards of Quality Food, Drinks, Customer Service and overall Cleanliness through smooth running operations and procedures – be a role model to others and be an 'expert' in all areas.
- Exceed customer expectations through your personal service standards.

- Seek customer feedback and act on it to improve the overall running of the venue.
- Perform daily tours of the whole premises and complete checklists
- Implement appearance guidelines, and hygiene standards.
- Implement disciplinary standards with the Senior managements support.
- Maintain and achieve the required Health and Safety standards at the venue.
- Maintain Food Safety regulation standards at the venue and operate within the law for all statutory requirements.
- Take responsibility for ensuring the safety of customers, employees, and contractors.
- Undertake regular stock checks and place orders with suppliers.
- Conduct a responsible and honest attitude to money and cash handling.
- Have a working knowledge of cellar management.
- Be an Ambassador for the Company by portraying a professional image

#### 5. PERSONAL STANDARDS:

- Outstanding timekeeping and attendance required.
- Balance work and home life and promote this balance to others.
- Treat everyone with respect and make them feel valued.
- Practice and encourage integrity and honesty at all levels. Keep business information confidential but accessible to hierarchy i.e., security password, alarm code and other secret security codes involving the functionality of the business.

#### 6. TEAMWORK AND TRAINING:

- Help recruit, train and manage all staff.
- Help follow through the training structure for all employees to achieve the highest standard of performance
- Take responsibility for self-development and be pro-active in completing personal development plan given.
- Delegate tasks to the 'right' people to ensure the job gets done and individuals benefit from completing the task.

#### 7. PROFITABILITY:

- Review weekly turnover results with Management
- Monthly profit and loss account should always reflect improvements
- Be involved in Sales building initiatives to improve turnover
- Monitor and ensure strict control of finance, with regards to stock and money at all levels.