



CLANDEBOYE
LODGE

Job Description

Job Title: Brasserie Manager	Salary: £24,232 pa plus tips and benefits
Department: Coq & Bull Brasserie	Reporting to: Operations Manager

Please note, due to ongoing COVID 19 Restrictions Clandeboyne Lodge is temporarily closed. We are seeking to recruit new staff members during this period of closure and will be able to offer start dates to the successful candidates once a re-opening date is confirmed by the NI Executive.

The first interview stage may be conducted face to face or via Zoom, this can be accessed on your browser or downloaded on your laptop, tablet/phone as an app for free.

About the role:

The 87-seater Coq & Bull brasserie at the Clandeboyne Lodge is one of North Down's top ranked venues, a place to be with exceptional, fortnightly changing menus produced with fresh, local and seasonal ingredients. Our brasserie kitchen has been fully refurbished and doubled in size during the recent lockdown, ready to deal with a strong following with busy lunch and dinner trade as and when we re-open. We provide an enjoyable and productive working environment and always try to schedule regular AM, day and PM shifts - in such way that you will be able to enjoy a good work/life balance. The Coq & Bull brasserie is the place to be. And it's not just the food. It's the lighting, the music, the service, the understanding and the sense that there could be nowhere better to share an evening with family and friends.

Your main duties and responsibilities include, but are not limited to:

- Managing the day-to-day brasserie operations
- Delivering the highest level of guest satisfaction by providing a warm welcome, a friendly atmosphere and efficient service, delivered by a helpful and courteous team
- Controlling the quality of all products and services, operating and staff costs, cleanliness and maintenance within the department
- Liaising with relevant departments, such as kitchen, reception and housekeeping, to ensure the effective and efficient running of the brasserie
- To deal with all customer complaints, queries and suggestions
- To promote new ideas for business and product development
- Compliance with health & safety and food safety regulations, and cleanliness & hygiene standards
- Assist with departmental inductions, on the job and departmental training
- Administrative tasks such as emails, rostering and payroll projections
- Carrying out any other related duties within the hotel

Continued

You must:

- Have at least 2 years' experience as a restaurant manager, preferably within a busy restaurant environment
- Be motivated to go the extra mile in service delivery
- Demonstrate your ability to lead, motivate and inspire
- Have good organisational skills and be able to work well under pressure
- Be empathetic when interacting with guests and colleagues
- Have experience in working with POS and completing end of shift reconciliations
- Have good working knowledge of Microsoft 365 Word and Excel
- Be able to work shift patterns and be available to work day-time, evenings and weekends

Your rewards:

In addition to your basic pay, we schedule reasonable hours, offer flexibility wherever we can, free staff meals on shifts, free uniforms and a contribution to taxi fares if you do not have your own transport.

If you want to treat your friends and family, we'll give you 50% off food, special family and friends rates for overnight stays and reduced green fees at Blackwood Golf.

And to make your money go further, our employee benefits package includes free membership with www.perkbox.com for loads of discounts and benefits, including on shopping, cinema tickets, travel, eating out and health.

Support for your life inside and outside work:

To provide you with peace of mind, every employee benefits from our employee support scheme with www.hospitalityaction.org.uk to give you, and your immediate family members, free access to legal advice, financial support and counselling. We are proud to be an employer who is positive about supporting people's mental health.

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