



THE STAR INN AT HAROME HAS VACANCIES FOR:

## **ASSISTANT RESTAURANT MANAGER**

(Please see Job Description below)

A great opportunity to gain experience within a Michelin-starred Environment. Excellent food and drink knowledge required.

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## **HOUSEKEEPERS**

Full Time, including weekends (10am to 3pm/ 5 days per week)  
and  
Weekend Part Time (10am to 3pm/ flexible)

For all of our Vacancies, please email your details to  
[manager@thestarinnatharome.co.uk](mailto:manager@thestarinnatharome.co.uk)  
or telephone Anna Winkworth on 01439 770397

## **THE STAR INN AT HAROME LTD JOB DESCRIPTION: ASSISTANT RESTAURANT MANAGER**

**Reporting to: Restaurant Manager**

**Responsible for: Front of House Team – The Star Inn  
Restaurant**

Date: 4<sup>th</sup> November 2016

### Duties

To support the Restaurant Manager in running the restaurant with aspirations to a 2 Michelin star level; with a specific focus on building a team of professional, knowledgeable and friendly staff.

To help to manage the front of house team, involvement in recruitment, inductions, training (service, beverage, cheese etc), reviews and any disciplinary procedures.

To be involved in drafting weekly/fortnightly rotas, also arranging cover staff in emergencies.

To monitor ResDiary daily with the intention of eliminating any queries, all reservations should be clear, deposits should be taken (for groups of 6 and above), and any special requests should be accurately followed through.

To ensure all guests receive a warm welcome, high standards of consistent service and that any complaints are dealt with in a timely manner with an efficient resolution, and in warmer weather ensuring that outside dining is seen to be as vitally important as the restaurant/pub dining areas.

THE STAR INN AT HAROME  
NORTH YORKSHIRE, YO62 5JE

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[www.thestaratharome.co.uk](http://www.thestaratharome.co.uk)

**The Star Inn**

To work with the management team to introduce a 'general staff house rules', during shifts based on a shortened version of the 'Staff Handbook'.

To ensure all uniform standards are upheld, with the presentation of all staff whether front or back of house are maintained to a high standard as all times, leading by example with a professional appearance and mature behaviour. Personal hygiene levels should also match these high standards.

To oversee, as required, arrangements and operations for special events in the restaurant, eg Christmas Day, New Year's Eve and Valentine's Day.

To carrying out end of day banking procedures, when required, ensuring accurate banking is passed on to the accounts department, including tips, and to use the Tills in accordance with training given and Company policy.

In the absence of the Restaurant Manager, to coordinate the ordering/purchase of:

- Beverages – Bar drinks / Wines / Specialist Beers etc
- Cheese for the cheeseboard
- Flowers for the restaurant
- Restaurant consumables: candles, straws, paper napkins etc. (pass orders to Tina)

To play a major role in ensuring the level of Gross Profit is maintained across the beverage lists. This includes correctly transferring food & beverage bills to The Pheasant Hotel, ensuring all guests are correctly charged for what they have had and also accurate recording of staff drinks.

To take responsibility for team briefing meetings, in the absence of the Restaurant Manager, and to facilitate effective training and ongoing development of the team, as well as aiming to improve own wine and drink as well as food knowledge on a continuing basis;

To use management skills to maximise repeat business and up-selling opportunities, keeping good supplies of marketing materials on display and encouraging staff to ensure they have a good knowledge of forthcoming events, etc.;

To be first aid trained and able to deal with any accidents and incidents which occur during their shift.

To be part of the maintenance team for the building/surroundings, keeping areas clean, tidy and safe.

To carry out additional duties as reasonably required by the management to ensure the smooth running of the Company.

Skills Required:

- Excellent Food and Bar Knowledge, including cocktails
- To have or be working towards the WSET Level 3 Award
- To hold or be working towards a First Aider Certificate
- Maintaining high standards of written English
- Ability to rapidly embrace new software systems
- To provide a mature example for newer team members
- Cheese Knowledge
- Beer Knowledge
- Stock controls/stock rotation/stock take knowledge