



### **Isle of Mull Hotel & Spa**

The Isle of Mull Hotel & Spa is situated on Craignure Bay on the beautiful Isle of Mull. With 82 bedrooms and a spa and leisure area, the hotel is the largest on the island and caters for individuals, groups and tours. The hotel offers the only swimming pool on the island, which is used by both the hotel's guests and the local residents of the island, including schools who use the pool to teach the children to swim. Our focus on local and Scottish produce means we deliver only the finest foods and alongside this we aim to provide exceptional service and guest experience at every opportunity.

### **Restaurant and Bar Manager**

As the Restaurant and Bar Manager you will lead, inspire and motivate your team in order to provide first class service and a lasting memory of our company values in our customers. This is a hands on role and you should thrive under pressure and be motivated to achieve and exceed expectations both for the customer and the company. The successful candidate will work with the General Manager and the Head Chef towards a variety of targets, across a range of duties.

#### **Candidate Attributes:**

- Excellent communication skills, with a good standard of spoken and written English
- Well dressed and presentable
- Superb standard of numeracy and computer skills
- First class customer service skills
- Ability to lead and work as part of a team, remaining approachable, with the ability to be authoritative
- Flexible approach to work hours
- Methodical approach to work with the ability to work under pressure
- Previous experience of managing a high volume restaurant or bar
- Ability to act as Fire Marshall

#### **Preferred Qualifications:**

- Scottish Personal licence holder
- First aid at work qualification
- Full driving licence

#### **Candidate Responsibilities:**

- Overseeing, planning and running all food and bar services, stock takes and preparation of orders
- Ensure correct staffing levels are adhered to, in line with cash plan and service standards
- Prepare rotas and consider wage costs against forecast and business sheets
- Be fully aware of the department financial targets and where appropriate communicate these to reporting team members
- Ensure every opportunity to upsell and increase sales to meet and exceed all financial targets

- Responsible for all monies and floats for the department and ensure correct billing procedures are followed
- Ensure room bills to go on to account as signed by guests to avoid issue
- Ensure adequate supplies and storage and of bar/food and non-food items. Control, record and monitor wastage
- Complete company purchasing procedures and required paperwork
- Follow all company audit procedures and attend with company stock taker and auditor as and when required
- Ensure that all food and bar service areas are set up
- Responsible for training restaurant and bar staff
- Handling guest comments and complaints

#### **Occasional responsibilities**

- Duty manager shifts- which includes being on call
- Reception cover and support
- Function co-ordinator duties

#### **In return we offer:**

- Entry to our employee Fair Fund
- Meals when on duty
- Use of the Hotel leisure facilities
- Part of a tight knit team

**Competitive salary:** Dependent upon experience

**Crerar Hotel's values:** Crerar Hotel Group is one of Scotland's leading privately owned hotel companies. Crerar Hotels work hard on talent development and always look to progress individuals through internal promotion. This role represents a fantastic opportunity for a dynamic individual to join a dynamic company.

By joining the Crerar Hotels team you'll also automatically be eligible to receive our Fair Fund. Our Fair Fund has been created to reward staff and encourage personal development. Each time a guest or customer decides to pay an optional service charge for great customer service, all staff members will benefit on an equal basis.

**If this sounds like your dream job, we would love to hear from you!**

**Candidates must be eligible to work in the United Kingdom.**

Please send your CV and cover letter outlining your experience and suitability for the role to the attention of General Manager Hilary Goldsmith at [ops.isleofmull@crerarhotels.com](mailto:ops.isleofmull@crerarhotels.com).

Thank you for your interest in Crerar Hotels. Should we wish to progress with your application, we will aim to respond within 14 days. If you do not hear from us, thank you in advance for the opportunity to consider your application. **No agencies at this stage please.**