



Isle of Mull Hotel & Spa, Isle of Mull

We are a busy 82 bedroomed hotel with a spa and leisure club in the centre of this great Island.

Our focus on local and Scottish produce means we deliver quality food, accompanied by exceptional service and guest experience.

Restaurant Manager

As Restaurant Manager you will lead inspire and motivate the team to give great service and a lasting memory and impression on our customers in line with our company values in all food service areas of the hotel including restaurant, bar lounge, small conference space, spa and leisure.

Candidate Attributes:

- Thrive on pressure and be motivated to achieve and exceed expectations, both for the customer and the company
- Enthusiasm which will shine through and reflect in your team to consistently drive improvement and continued guest satisfaction
- Excellent standard of numeracy
- Smart and well presented
- Approachable with a great personality, yet able to be authoritative
- Team player
- Able to recognise and develop the team
- Able to effectively manage the conduct and performance of team members
- Excellent computer skills
- Great people skills

Candidate Responsibilities:

- Work with the General Managers, Assistant Manager and the Head Chef towards targets and cash plan
- Deliver staff training to enable the team to achieve in all areas of food and drink service within the hotel and spa
- Oversee, plan and run all food service in the hotel
- Ensure correct staffing levels are adhered to at all times 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
- All monies and floats for the department, ensure correct billing procedures are followed and that all tills are balanced daily as required
- Room bill accounts are correctly managed, as signed by guests to avoid issue
- Ensure adequate supplies and storage and control of all non-food items
- Follow, understand and complete company purchasing procedures and required paperwork
- Completion of monthly stocktakes for crockery, cutlery and glassware
- Control, record and monitor breakages and wastage
- Follow all company audit procedures and attend with company stock taker and auditor as and when required
- Consider all times required GP
- Ensure at all times that all food service areas are set up as required for business needs and in line with floor plans
- Training of all restaurant and food service staff
- Consider at all times menu presentation, replacement requirements, etc.
- Manage cleaning schedules and deep cleaning
- Deal with guests comments and issues up to the level of authority
- Duty manager shifts - which includes being on call
- Reception cover and support
- Act as function co-ordinator

Candidate Qualifications/Requirements/Experience:

- Previous restaurant management experience with high volume – we would consider an assistant manager looking to step up.
- Excellent command of English both written and spoken
- Flexible approach to working hours and shifts
- Scottish Personal licence Holder preferred, but not essential
- First aid at work qualification preferred, but not essential
- Able to act as fire marshal
- Full driving licence preferred but not essential

What We Can Offer You:

- Salary of £19,000 to £22,000, dependant on experience
- Entry into employee FairFund
- Discount across sister Crerar Hotels
- Live in accommodation available and all meals provided

Crerar Hotels 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!

Please send your CV and cover letter outlining your experience suitability for the role for the attention of General Managers, Neal & Hilary Goldsmith, at 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.**