



Job Title	Bars and Restaurant General Manager	Salary	£36k (Commencing at the start of July 2021)
Experience	3+ years in a similar role	Location	Tottenham Court Road, Central London

The Role

We are extremely excited to announce that Gamepath are looking for a highly experienced Bars and Restaurant General Manager to take charge of the Food and Beverage operations within The Top Hat Bar & Restaurant. This will be the first of our venues based within the Monopoly Lifesized Experience on Tottenham Court Road in Central London which will be launching at the beginning of August 2021. A Food and Drink destination in its own right, The Top Hat will provide the perfect complement to the Monopoly Lifesized Experience. We are developing a premium cocktail/small plates driven Bar and Restaurant concept that, by day, delivers memorable food and drink experiences for both family and friends alike and by night, caters for London's adventurous night life. We are looking for someone who considers themselves to be driven and creative with natural business acumen and an entrepreneurial spirit. When faced with complex situations they must be able to offer optimistic, positive solutions doing their uppermost to keep both guest and staff team happy at all times.

Accountabilities or "What You Have to Do"

The General Manager will be responsible for:

- **Team Management & Leadership** by motivating and maintaining moral within the F&B team through leading by example
- **Quality Guest Experience** by ensuring that every single guest has a sensational and memorable F&B experience at The Top Hat Bars & Restaurant
- **Effective Operations** by overseeing the management of all daily operations within the F&B department (back and front of house) including, service standards, labour management, stock and orders, compliance, health and safety and hygiene. You will maintain and programme the reservations/EPOS systems to ensure bookings are taken strategically to enable the venue to operate as efficiently as possible while maximising capacity.
- **Development** by ensuring that the F&B offering is continually updated by working with your team to design weekly & seasonal specials that tie in with the London Monopoly theme. Collaborating with the Director of F&B, in the creation of innovative new ways to operate in order to maximize the guest experience.
- **F&B Finance** by maintenance of EPOS in-house financial systems and reconciliations, daily cash-ups and delivery of end-of-week finances and future forecasts to the board of directors. You must drive revenue and growth of the F&B department within the Monopoly Lifesized experience
- **Training** to ensure all staff are fully trained on product knowledge, especially allergen labelling and safety procedures. You will ensure that all staff are fully trained both on compliance, the guest's order of service and that team training records are updated and maintained. You will invest time in staff training above and beyond the normal levels expected within the F&B sector through appraisals and task delegation. E.g. cross training bar and service staff, teaching staff costings so they can confidently design their own F&B products and trial them as specials.

- **Developing a Culture of Collaboration** by contributing to the continuous improvement of processes and procedures. You will inject fun, positivity and confidence into the F&B department making it contagious throughout the team.
- **Compliance and Safety** by ensuring that all data protection requirements are met in accordance with the Group's policies and procedures and statutory requirements. You will ensure that health and safety requirements are met in accordance with the Group's policies and procedures and statutory requirements. Working with a third party food compliance specialist you will ensure that food safety standards are maintained, updated and implemented.
- **New Openings** by working with the Director of F&B to ensure the successful launch of the Top Hat Bar & Restaurant in August 2021 and potentially, subsequent openings in the future.
- **Recruitment** by working with the Director of F&B to build a slick hard-working team that you will be proud to manage. You will go above and beyond to develop and retain a fantastic team.
- **Stock** by controlling stock levels and keeping stock systems up to date.

Knowledge, Skills and Experience

Essential

- A passion for food and beverage with a talent to convert business strategies into exceptional guest experiences.
- Proven track record of managing successful independent/chain restaurants
- Experience of opening new restaurants and launching new F&B concepts
- Experience of creating and maintaining F&B operational procedures
- Experience of liaising with F&B suppliers
- Proficient with Microsoft Word, PowerPoint and Excel
- Experience of programming/maintaining EPOS & reservation systems
- Experience of forecasting and maintaining labour margins
- Experience with F&B cash up/finance procedures.
- Confident, trouble shooting skills to solve the complex issues that can arise during service
- Result focused with the ability to take ownership of tasks
- Excellent team leader who can work flexibly to meet business requirements
- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities
- Customer focused with excellent verbal communication skills, with the ability to work at all levels within the business and communicate confidently with the CEO and board of directors.
- First-hand experience of serving tables and working on cocktail bars

Desirable:

- Personal Licence Holder (if not we will arrange this)
- First aid trained (if not we will arrange this)
- A database of staff you may like to recruit
- WSET qualification in Wine/Spirits
- Have worked for a restaurant specializing in small plate service