



# Paradise Food Chain

info@paradisefoodchain.com  
www.paradisefoodchain.com  
Mchinji Boma | Along M12 Rd  
+265 998 69 04 43

## Paradise Food Chain (PFC) RECRUITMENT

### Restaurant / Café manager

#### Job brief

We are seeking a highly skilled and experienced Restaurant Manager to oversee all aspects of our establishment. In this role, you will be responsible for delivering a high-quality menu and inspiring our staff to provide exceptional customer service. You will be tasked with maintaining the restaurant's revenue, profitability, and quality goals while ensuring efficient operations, high production standards, and excellent customer satisfaction.

To excel in this position, you must possess strong management skills and have experience in both front-of-house and back-of-house operations. Your responsibilities will include overseeing the dining room, attending to customer needs, and managing seating capacity. Furthermore, you must have a solid background in back-of-house management, including hiring qualified cooks and wait staff, creating work schedules, overseeing food preparation, and ensuring compliance with health and safety regulations.

Leading by example and motivating our staff during busy periods in our fast-paced environment are essential aspects of this role. Ultimately, your goal will be to ensure the smooth functioning of our restaurant and provide customers with enjoyable dining experiences.

#### Responsibilities

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly, and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations.
- Organize Monthly farmer's market days.



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## Requirements and skills

- Proven work experience as a Restaurant Manager, Restaurant General Manager, **Hospitality Manager** or similar role
- Proven customer service experience as a manager
- Extensive food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
- Familiarity with restaurant management software, like OpenTable and PeachWorks
- Strong leadership, motivational and people skills
- Acute financial management skills
- BSc degree in Business Administration; hospitality management or culinary schooling is a plus
- A minimum of five years of experience

## Application instructions

- Send your application to [jobs@paradisefoodchain.com](mailto:jobs@paradisefoodchain.com)
- Deadline to receive application is 15<sup>th</sup> July 2023