**RESTAURANT EVENT**

**MANAGER JOB DESCRIPTION**

**JOB DESCRIPTION:**

The Restaurant Event Manager shall work hand-in-hand with the head chef and kitchen staffs in the advertising, arranging and execution of meals/private occasions, or intermittent occasions and unique winery occasions. He or she will fill in as the primary purpose of contact for all occasions and will work intimately with the head chef; he or she holds extreme duty regarding customer fulfilment in regards to all occasions.

The Restaurant Event Manager is additionally in charge of supervising everyday restaurant operations and guaranteeing that restaurant supporters appreciate the most ideal dining background. He/she will facilitate an assortment of activities and is in charge of the performance of the restaurant, the administration of the holding up staff and in addition keeping up elevated requirements of food, service, and well-being and safety.

**OBLIGATIONS AND RESPONSIBILITIES**

1. **PRIMARY**
* Staff recruitment, motivation, and training;
* Responsibility for the business performance of the restaurant working closely with the assistant manager;
* Managing staff throughout their shift and providing them with feedback;
* Responding to customer complaints;
* Ensuring that all employees adhere to the company’s dress and service standards;
* Preparing reports at the end of the week, including staff control, food control and sales;
* Coordinating the entire operation of the restaurant for the duration of all scheduled shifts;
* Organizing and supervising the shifts of wait staff, event staff, and front-of-house cleaning staff;
* Conducting research and find resources to help staff make decisions about event possibilities;
* Analysing and planning restaurant sales levels and profitability;
* Greeting and seating customers and organizing table reservations;
* Handling customer requests and complaints;

**II. HOUSEKEEPING**

* Preparing cash drawers;
* Providing petty cash, as the need arises;
* Providing reports on stock control and other activities as required by the business;
* Create and revise room layouts for each event;
* Stocking and ordering;
* Maintaining and ensuring excellent standards of health, hygiene, safety, among other qualities;
* Prepare Purchase Orders and invoicing clients when required;
* Helping out in any area of the restaurant, as the need arises.

**III. RESTAURANT EVENTS**

* Manage all events from start to finish;
* Preparing contracts and all necessary invoices;
* Providing Communications/Marketing Manager with full event details so the event can be marketed online;
* Setting up and organizing event and area and working with appropriate crew to arrange set up of large items;
* Preparing nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc.;
* Tracking and evaluating event costs and profits;
* Serving as client contact during all events.
* Pre-event coordination (Immediate response to phone and email requests from clients);
* Ensuring events are invoiced promptly and customer satisfaction calls take place;
* Maintaining relationships with event experts and others in the industry;
* Responding to event-related client requests and complaints;
* Attending local area and networking meetings to promote the event facility;
* Meeting with potential clients to discuss event plans and even setup and menu options;
* Maintaining a visible working presence AT ALL TIMES.

**IV. HEALTH AND SAFETY**

* Guarantee that all statutory and Company Health, Safety and Food Hygiene controls are taken after and remedial move made as vital;
* Maintain awareness of health and safety issues and responsibilities;
* Guarantee own and others’ health and safety at all times.

**V. HOURS AND WORK**

* Hours and days are variable;
* [N] hours for each week including some end of the week and night work, and such different hours that are essential for the correct satisfaction of obligations or to meet sudden or earnest requests.

**VI. MINIMUM REQUIREMENTS**

* Basic and advanced technical knowledge and understanding on fine dining procedures, all classes and sorts of beverages, and restaurant operations.
* Comprehension of the standards of food and beverages.
* Capacity to multi-undertaking in a quick paced workplace.

**VII. ADDITIONAL REQUIREMENTS**

Different combination of training and experience exhibiting the information, aptitudes, and capacities required to play out the activity.