

**Position: RESTAURANT OPERATIONS MANAGER**

**Reports To:** Board of Directors/Shareholders



## **OVERVIEW**

The Restaurant Operations Manager will oversee the daily operations of our bar and restaurant, ensuring smooth and efficient service, exceptional customer experience, and profitability. This role requires strong leadership, excellent organizational skills, and a deep understanding of the food and beverage industry.

The Restaurant Manager will ensure efficient management of the establishment while maintaining high standards of food, service, hygiene, and safety to create a conducive environment for patrons, staff, and suppliers.

## **RESPONSIBILITIES**

1. Operations & customer experience
  - Oversee all aspects of daily bar and restaurant operations, ensuring smooth and efficient workflow.
  - Manage inventory control for both food and beverage items, minimizing waste and maintaining optimal stock levels.
  - Ensure compliance with health and safety regulations.
  - Implement and maintain standard operating procedures (SOPs).
  - To listen actively and respond to customer concerns and feedback as well as assess and review customer satisfaction results and trends to continuously improve and exceed customer expectations.
2. Leadership & team management
  - Recruit, train, and manage staff, ensuring high levels of performance and customer service.
  - Conduct regular performance evaluations and provide feedback.
  - Create staff schedules to ensure adequate coverage during operating hours.
  - Manage payroll.
3. Financial management
  - Develop and manage budgets and optimize profitability.
  - Monitor financial performance and implement cost-control measures.
  - Liaise with the finance team to prepare and present financial reports to the board of directors.
4. Marketing & promotions
  - Develop and execute marketing strategies to attract and retain customers.
  - Manage social media presence, ensuring engaging content that reflects Bavaria Gardens' identity.
  - Organize promotional events and special offers to boost sales.

5. Food and beverage menu development
  - Oversee the design and update of the menu.
  - Ensure the menu meets customer preferences and dietary requirements.
  - Ensure quality and presentation of all services.
6. Vendor relations
  - Negotiate contracts with suppliers and vendors to ensure quality and cost-effectiveness.
  - Manage relationships with external partners and stakeholders.
7. Strategic planning
  - Identify and implement growth opportunities.
  - Stay updated on industry trends and competitor activities.
  - Develop and execute long-term strategic plans to achieve business goals.
8. Compliance
  - Ensure that Bavaria Gardens complies with all relevant county and national laws and regulations governing its operation including obtaining all necessary licenses and permits.

## **QUALIFICATIONS**

1. Bachelor's degree in hospitality management, accounting, finance, Business administration or a related field.
2. Minimum 7 years of experience as a General Manager or similar executive role in the hospitality industry.
3. Strong leadership and organizational skills with ability to manage a diverse team and handle high-stress situations.
4. Strong understanding of the Kenyan F&B licensing regime.
5. Financial acumen and experience with budgeting and financial reporting.
6. Demonstrable understanding of traditional F&B marketing approaches with a good grasp of social media marketing.
7. Proficiency in MS Office, Restaurant/Hotel Information Management Systems and Point-of-Sale systems.

## **PERSONAL ATTRIBUTES**

1. Customer-focused with a passion for the hospitality industry.
2. Excellent communication, interpersonal and conflict-resolution skills.
3. Strategic thinker with the ability to make data-driven decisions.
4. Innovative and proactive in problem-solving.
5. Strong sense of integrity, professionalism, and attention to detail.

## **HOW TO APPLY**

Interested candidates are invited to submit their resume and cover letter detailing their experience and qualifications to [info@bavariagardens.com](mailto:info@bavariagardens.com). Only shortlisted candidates will be contacted. Interviews will be on a rolling basis until the position is filled.