

Branch Manager Tres Amigos

What are you going to do?

As the Manager of Tres Amigos, you will be responsible for effectively leading the team and overseeing all operational aspects of the takeaway service. You play a key role in ensuring smooth restaurant operations and delivering excellent service to our customers.

Responsibilities:

- Oversee all operational aspects of the restaurant, including orders, inventory management, staff scheduling, and customer service.
- Ensure the restaurant operates efficiently and effectively according to established standards and guidelines.
- Implement and enforce policies and procedures to maintain service quality and maximize operational efficiency.
- Recruit, train, and coach staff to achieve high levels of customer service and operational excellence.
- Create staff schedules, assign tasks, and manage team performance.
- Foster a positive and collaborative work environment to promote staff motivation and engagement.
- Monitor customer satisfaction and intervene as needed to resolve complaints or issues.
- Ensure the team provides friendly and professional service that meets customer expectations.
- Identify opportunities to improve service and implement measures to enhance customer satisfaction.
- Manage the financial aspects of the restaurant, including budgeting, cost control, and reporting.
- Monitor sales performance, analyze trends, and take appropriate actions to maximize profitability.
- Conduct regular audits to ensure the accuracy of financial transactions.

Requirements:

- Proven leadership skills and experience managing a team.
- Excellent communication and organizational skills.
- MBO 4 level of education or equivalent work experience.
- Ability to work under pressure and respond effectively to changing circumstances.
- Thorough knowledge of the hospitality industry and experience in a similar role is a plus.
- Flexibility to work evenings, weekends, and holidays as required.
- Strong sense of responsibility and proactive approach to challenges.
- A minimum of 30 hours per week on-site presence in the kitchen.