



The Falmouth Hotel is one of Cornwall's best located hotels situated opposite Castle Beach, with spectacular views over Falmouth Bay. The hotel consists of 71 bedrooms forming individual styles and views, our Castle View Restaurant and Bar, leisure and spa facilities with an indoor swimming pool and fully equipped gym, and various events spaces which accommodate meetings, functions, weddings and events. The Falmouth, following a recent takeover, is now part of The Cornwall Hotel Collection and operates alongside The Greenbank in Falmouth and The Alverton in Truro.

Now under local ownership after 20 years, we are working hard to develop the hotel and as such a development plan for The Falmouth Hotel's new chapter is very much underway. With the growth of the business, we are now looking for hospitality individuals to join us on our journey as we embark on our new beginnings. If you have a background in hospitality and would like to join a development journey not only for the business but for yourselves; we'd very much like to hear from you.

As part of our recruitment plans, we are looking to recruit a full-time Restaurant & Bar Manager, working to the needs of the business. This is a fantastic opportunity for an individual to join the hotel in what is a very exciting time for the business. The position involves late nights and weekends, and you will be required to work during peak seasonal holidays.

What we need from our Restaurant & Bar Manager:

- Improve operating standards in all F&B departments, ensuring consistently high standards of service and maximum guest satisfaction to a four-star fine dining level.
- Ensure that standards are regularly reviewed and that SOP manuals are updated, all staff are trained accordingly and full training records are maintained.
- Achieve and improve on budgeted revenues and GOP, maximizing the profitability of the departments through training staff to up-sell at every opportunity, in order to achieve their budgeted targets.
- Control departmental expenses with a full understanding of liquor stock-take controls and achieve budgeted GP targets including payroll, in line with business levels.
- Implement and monitor departmental training and development plans.
- Carry out performance reviews for direct reports, including the setting and review of business and personal objectives, motivating, coaching and team building.
- Constantly review on-trend products and competitors to be ahead of the market and full implementation on property.

- Responsible for all health and safety issues within the F&B department and departmental training.
- Duty management shifts.

As Restaurant & Bar Manager you will have:

- Two years minimum as R&B Manager with experience in quality four-star hotel.
- Excellent organisational and problem-solving skills.
- The ability to display excellent guest care skills, leading by example.
- An extensive knowledge of wines, spirits, barista experience and a passion for fresh, quality food.
- Strong financial awareness with a full understanding of food and beverage revenue streams and controls, including PMS and POS systems.
- Self-motivation and drive to be able to motivate others to achieve.
- The ability to implement standards, policies and procedures and to monitor and take any necessary action when they fall short.
- Proven people management, coaching and team building skills.
- Good understanding of all applicable health & safety legislation and ideally having Food Safety Level 2/3 qualification.
- Good presentation with an outgoing personality, excellent interpersonal skills, a professional manner, and excellent command of written and spoken English.
- To ensure that all operating standards comply with the company and hotel policies, procedures, and minimum standards.
- Manage, motivate and develop all restaurant and bar staff to achieve highest levels of service excellence, as well as highly positive staff relations.
- Engage and build relationships with staff, regular guests, first time guests, residents and non-residents.
- Floor presence during service to serve guests efficiently and consistently, as well as monitoring all staff.
- Evaluate guest satisfaction levels with a focus on continuous improvement.
- Ensure communication meetings are conducted and post-meeting minutes generated.
- Assist other departments wherever necessary and maintain good working relationships.
- Comply with hotel security, fire regulations and all health & safety legislation.

Development and career opportunities will be available to the right individuals following probationary period reviews.

***Please apply by emailing our General Manager Ricky on:
ricky.horan@falmouthhotel.co.uk***