



Job Description

General Manager

Want to be part of our exciting new chapter at Red Mist Leisure, supporting in our accelerated growth and development from this year?

We are looking for an experienced General Manager to join our management team.

At Red Mist Leisure we want to deliver the best for our customers and continually exceed their expectations. We strive to be market leaders and achieving this is dependent on the quality of our products, services and our team. We recognise that customers have a choice where they spend their dining income, but by offering consistently great dining experiences, we will thereby retain and expand our customer base through the strength of our reputation and become first choice in our customer's eyes.

The role will be expected to achieve exceptional operational standards, high levels of customer satisfaction and to meet or exceed the budgeted commercial expectations of the pub.

In this role you will work closely with the Operations Director at Red Mist Leisure ensuring the financial success of the pub as well as have overall responsibility for all areas operationally.

Red Mist Leisure is an award-winning company with 12 pubs and inns across Surrey and Hampshire, who care passionately about customers and take great pride in their enjoyment; striving to deliver an authentic and genuine pub experience that the UK is so renowned for across the world.

We highly value the well-being and happiness of our staff, believing in being open, honest and fair as well as rewarding loyalty and dedication shown by our staff.

Our support to you

- Annual bonus based on agreed criteria and targeted results, paid annually
- Share of gratuities
- Support, training and development to improve your competency and skills in the role and to aid towards progression opportunities in the future
- Competitive salary
- Monthly & annual 'Shining Star' nominations and awards
- 25% discount on food and drink in all Red Mist Leisure pubs for up to 4 people
- Access to Perkbox, offering staff discounts on high street brands
- Be part of our charity days and events
- Guaranteed Christmas day off
- 3% Pension contribution
- Refer a friend and earn up to £1,000

Your role

- Exceeding customers' expectations to achieve exceptional customer satisfaction results in all areas of the operation.
- Retain, motivate and manage all staff providing the necessary training, development and guidance to maximise employee job satisfaction and team morale
- To lead from the front, setting the correct precedent for other managers and staff
- Engagement with the local community to develop trade, improve the reputation of the pub and to ensure the pub is an essential pillar in the community
- To have strong commercial awareness, understanding business trends within the pub industry
- To comply with all company human resources procedures and to ensure all staff are fully inducted to the company at the time of joining.
- To complete weekly payroll, takings and banking requirements in an accurate and timely manner, adhering to the clear company cash handling, storage and banking procedures.
- To manage and maintain exceptional standards of cleanliness around all areas
- Understanding and involvement in unit and company marketing activities
- Successful organisation and management of functions, supporting the Events Sales Manager to deliver additional revenue and progress this growing side of the business
- Successful delivery of the letting room operation, supporting the Accommodations Manager, ensuring that high standards are achieved, and commercial results are maximised

Operational responsibilities

- To improve and maintain the highest possible standards of operation including, taking ownership of the running of the pub, using your initiative to make daily operational decisions, managing staff and implementing new procedures where necessary
- Communicating with customers regarding complaints in an assertive, pleasant and professional manner to ensure that the situation is resolved to the complete satisfaction of the customer
- Monitoring and improving our standards of the operation. Helping to standardise the way we serve, clear and expose all sales opportunities with our customers.
- To manage and maintain all company health and safety policies and procedures

Commercial responsibilities

- To understand the annual pub budget and who is responsible for controlling each cost line
- Recognise the importance of maximising sales and controlling costs.
- Managing labour costs through accurate and controlled scheduling of staff and by reacting to increased or decreased customer demand by adjusting staff numbers
- To work closely with the Head and Sous Chef to monitor and manage food wastage and gross profit margin by costing menus and pricing sensibly and fairly
- Supporting the Deputy Manager in the management of liquor at the pub to ensure stock holding and rotation is efficient, wastage is minimised and the budgeted liquor gross profit margin is achieved

- Understanding, management and effective training of the company operating systems for electronic purchasing, payroll, bookings, table reservations, HR, recruitment, stock control and reporting
- To maximise the profits of the pub. Create and introduce new ideas to gain sales, reduce costs and improve our conversion from sales to profit
- To attend monthly financial reviews and present the pub accounts with understanding and knowledge and when necessary interact with the head office accounts team to resolve financial queries.

What we are looking for

- A strong leader who is personable, energetic and capable of managing and motivating an extensive front of house, kitchen, rooms and functions team to deliver excellent customer service and achieve impeccable standards in all aspects of the operation
- To have a passion for food. We love food and so do our customers.
- Totally customer focused. We must always strive to please them and exceed their expectations
- Honest, dedicated and hard working
- Sales driven
- Strong commercial knowledge and awareness
- To be highly organised and to be able to take accountability
- Immaculately presented with superb interpersonal and customer service skills.
- Ambition and drive. We want our Managers to have flair, ambition and the will to succeed and overcome challenges
- Fun, confident and enthusiastic personality who takes real pride in achieving exceptional customer service results.
- Attention to detail. Always keeping an eye out to make sure that all is in place.
- Proficient in IT with an understanding of spread sheets, word processing and social media