



Job Description – Restaurant Manager

Document Control

Position Title: Restaurant Manager

Department: Food and Beverage

Reports To: Head of Food and Beverage

Version: 1.0

Job Overview

The Restaurant Manager is responsible for overseeing the daily operations of Grand Royale Group's restaurant venues to ensure exceptional dining experiences and efficient service delivery. This role manages all aspects of restaurant performance including staff supervision, guest relations, financial management, and compliance with food safety and hospitality standards. The position plays a vital role in upholding Grand Royale Group's reputation for luxury service and culinary excellence.

Key Responsibilities

Restaurant Operations & Guest Service

- Manage daily restaurant operations to maintain high standards of service and presentation.
- Ensure all guests receive professional, attentive, and personalised service.
- Oversee table management, reservations, and guest flow to optimise efficiency.
- Monitor guest feedback and implement service recovery where required.

Team Leadership & Staff Development

- Supervise and train restaurant supervisors, waitstaff, and service personnel.
- Foster a culture of hospitality, teamwork, and accountability.
- Conduct performance reviews and support career development initiatives
- Maintain communication between service, kitchen, and management teams.





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Financial Management & Cost Control

- Manage restaurant budgets, daily sales, and cost of goods sold (COGS).
- Monitor financial performance and implement strategies to improve profitability.
- Collaborate with the Finance and Procurement teams for purchasing and stock control.
- Drive revenue growth through menu promotions, upselling, and guest engagement initiatives.

Compliance & Quality Assurance

- Ensure compliance with WHS, HACCP, and liquor licensing regulations.
- Oversee hygiene, cleanliness, and maintenance standards throughout the restaurant.
- Conduct regular audits to maintain consistency with Grand Royale Group's brand expectations.
- Maintain accurate records for food safety and staff training certifications.

Collaboration & Communication

- Liaise with the Head Chef on menu planning, service coordination, and special events.
- Work closely with Marketing to promote seasonal offerings and events.
- Contribute to management meetings and provide operational insights.
- Coordinate with HR on staffing requirements and performance matters.

Qualifications and Experience

- Diploma or Bachelor's degree in Hospitality Management or Business.
- Minimum 5 years' experience in restaurant or F&B management within luxury hospitality.
- Strong financial understanding of restaurant operations and budgeting.
- Proven ability to lead and motivate diverse service teams.
- Sound knowledge of food safety, WHS, and customer service principles.





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Skills and Competencies

- Leadership and people management skills.
- Excellent guest service and interpersonal communication.
- Strong problem-solving and decision-making ability.
- Financial literacy and analytical thinking.
- High attention to detail and operational organisation.

Working Conditions

This is a full-time operational management role based at Grand Royale Group's restaurant venues in Gold Coast, Queensland. The position requires flexibility in working hours, including weekends, evenings, and holidays, to accommodate peak dining and event periods.

Key Performance Indicators (KPIs)

- Guest satisfaction and feedback ratings
- Restaurant profitability and cost management.
- Staff retention and training completion rates.
- Compliance with food safety and service standards.
- Achievement of sales and promotional targets.

Company Values and Culture

Grand Royale Group exemplifies hospitality excellence, innovation, and teamwork. The organisation promotes a culture of respect, creativity, and dedication to delivering exceptional culinary and service experiences.

Career Path

This position provides opportunities for progression into senior Food and Beverage leadership roles such as Head of Food and Beverage, Director of Operations, or General Manager within Grand Royale Group or the broader luxury hospitality industry.

