



JOB DESCRIPTION

Job Title	Restaurant/Bar Manager
Management Level	Level 7
Department	Hospitality & Leisure Department
Reporting To	Assistant Manager, Food & Beverage
Direct Reports	Restaurant/Bar service staff, Service Supervisors and other assigned service personnel

Overall Purpose:

To manage and coordinate the day-to-day operations of the Club's restaurant and bar, ensuring efficient service delivery, high standards of member and guest experience, effective staff deployment, accurate billing, appropriate stock control, and compliance with approved service, hygiene and safety standards.

Key Responsibilities

- Coordinate and manage daily restaurant and bar operations in accordance with approved procedures and service standards.
- Plan and allocate duties to restaurant and bar service staff according to operational requirements.
- Ensure timely, courteous and professional food and beverage service.
- Monitor restaurant and bar readiness, including tables, service stations, bar areas and other customer-facing spaces.
- Coordinate food and beverage orders with the kitchen and ensure effective communication between service and production teams.
- Monitor member and guest experience and address routine service concerns promptly.
- Supervise service staff and provide guidance on service standards, customer care and professional conduct.
- Monitor attendance, punctuality, grooming and performance of assigned staff.
- Monitor POS, billing, payment and transaction processes and report discrepancies.
- Monitor service supplies, beverages and other operating requirements and report shortages.
- Support appropriate stock control, storage and handling of service items.
- Ensure compliance with food hygiene, occupational health and safety and Club service requirements.
- Coordinate restaurant and bar service for Club events, functions and special activities.
- Monitor service quality and initiate corrective action where required.
- Prepare routine operational, service and performance reports.
- Coordinate with Housekeeping on cleanliness and presentation of customer-facing areas.
- Report equipment defects, maintenance requirements and other facilities issues to the appropriate department.
- Support promotional activities, member initiatives and approved upselling programmes.
- Assist the Assistant Manager, Food & Beverage, in implementing departmental plans and



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service improvements.

- Ensure proper opening and closing procedures are followed.
- Perform any other duties reasonably assigned by the Supervisor.

Key Measures of Performance

Key Result Area	KPI	Measure
Restaurant and Bar Operations	Operational Efficiency	Smooth and timely delivery of daily operations
Food and Beverage Service	Service Quality	Member and guest satisfaction
Member and Guest Experience	Customer Satisfaction	Feedback and complaint-resolution outcomes
Staff Deployment and Supervision	Staff Productivity	Achievement of assigned service outputs
Billing and Revenue Administration	Billing Accuracy	Billing and transaction errors
Stock and Service-Supplies Control	Stock Control	Stock availability and variance
Hygiene, Safety and Presentation	Compliance	Inspection and compliance results
Events and Function Service	Event Service	Quality and timeliness of event service
Service Quality Monitoring	Corrective Action	Timely resolution of identified service deficiencies
Operational Coordination	Reporting	Accuracy and timeliness of operational reports

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	Bachelor's Degree in Hospitality Management, Hotel Management, Food & Beverage Management, Business Administration or a related field.
Professional Certification	Relevant Food & Beverage, hospitality or customer-service certification will be an added advantage.
Professional Membership	Membership of a relevant hospitality professional body will be an added advantage.
Restaurant and Bar Operations	Knowledge of restaurant, bar and food-service operations.
Customer Service	Knowledge of member and guest service standards, complaint handling and service recovery.
Food and Beverage Service	Knowledge of service procedures, order management and appropriate presentation.
POS and Billing	Knowledge of POS, billing and payment processes.
Stock and Supplies	Knowledge of service-stock control, storage and basic inventory procedures.
Hygiene and Safety	Knowledge of food hygiene, sanitation and workplace health and safety requirements.



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Events and Functions	Knowledge of restaurant and bar service requirements for events and functions.
People Supervision	Knowledge of staff deployment, supervision, coaching and performance monitoring.
Experience	Minimum of 2–4 years' relevant experience in restaurant, bar or Food & Beverage operations.
Key Relationships	
Internal	
Contact	Nature of Interaction
Assistant Manager, Food & Beverage	Reporting, operational direction and performance review
Executive/Sous Chef	Food orders, production coordination and service requirements
Restaurant & Bar Service Staff	Work allocation, supervision, coaching and performance
Finance	Billing, POS, revenue and transaction matters
Housekeeping	Cleanliness and presentation of service areas
Events Team	Function and event service requirements
People & Culture	Staffing, training and employee matters
Facilities Management	Equipment defects, maintenance and facility requirements
Other Departments	Coordination of member and hospitality-service requirements

External

Contact	Nature of Interaction
Members and Guests	Food and beverage service, feedback and complaint resolution.
Suppliers	Service supplies and routine delivery coordination.
Event Service Providers	Coordination of approved event-service requirements.
Equipment/Service Providers	Routine support for POS or service equipment where authorized.

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____