



## Restaurant Manager at Bourne & Hollingsworth Group

£28,000 - £30,000 depending on experience

Bourne & Hollingsworth are looking for a hard-working, inspirational Restaurant Manager to join the team.

### About you

A hardworking, ambitious individual with a positive outlook, sunny disposition and a 'can-do' attitude. Excellent customer service skills with the ability to anticipate customer needs; attentiveness is essential as we believe that the customer comes first. A fast pace and adaptable working style to ensure that service is tailored to guests specific needs and expectations. We are looking for a flawless team-player with the balance of also handling tasks independently.

### Key responsibilities

The Restaurant Manager is fully responsible and accountable for the smooth running of the restaurant, ensuring that all guests in our venue are being looked after and have an enjoyable experience here at B&H, focusing on providing a pleasurable and professional service for all our guests.

- Be the right-hand to the GM
- Staff training, incentives, regular appraisals
- Maintaining constant and positive communication between all departments
- Responsible for KPIs/GPS/Staff percentages
- Creating and managing rotas, managing holiday and sick pay.
- Maintaining service standards
- Take initiative and find ways of improving service and guest relations
- Recruitment management
- Responsible for closing, opening and cash ups

## About Bourne & Hollingsworth

Bourne & Hollingsworth is a creative company with an offering centred on socialising, hospitality and entertainment. With cocktail bars in the West End, a larger multi-faceted club house, bar and restaurant in Clerkenwell, and a new studio/event space just opening, B&H is recognised for conceiving and creating beautiful and original venues with a keen attention to detail and a unique aesthetic.

As we grow our business back after the Pandemic we are first concentrating our attention on our flagship venue in Clerkenwell, B&H Buildings and will go on to re-open our cocktail bars and events business in the coming months towards the end of 2021.

Our first step is to re-establish our busy restaurant and bar venue at B&H Buildings; made up of dinners, drinkers, corporate events, showcases, launches, photoshoots, filming and special occasion bookings, like big birthdays and weddings. To further capitalise on this already established market for B&H we have developed a new photo studio/event space which we are launching post the summer of 2021 in the upper parts of B&H Buildings.

## Our Core Values

Bourne & Hollingsworth Group was established over 10 years ago by a group of creative and commercial entrepreneurs. We have built the business into a successful social experience provider and operator of fantastic events, bars and restaurants.

We never want to lose the entrepreneurial spirit, so this is the job for someone with the ability to self-govern, take the initiative and go the extra mile. The successful appointee will be joining a family of passionate, creative dreamers who have helped build a commercially successful business over the last ten years and plan to still be going in another ten.

Our success has been driven by our intense customer and commercial focus; anyone attending our events or our venues are invited into the B&H world and are promised an outstanding experience. As a company we are committed to go further and to exceed our customers expectations whilst keeping a firm eye on profitability and the commercial nature of our business.

To apply, please send your CV and covering letter to us - we look forward to hearing from you soon!

E: [recruitment@bandhgroup.com](mailto:recruitment@bandhgroup.com)