

Job Title: Restaurant Manager

Department: Food and Beverage

Salary: \$62,000 – \$72,000 a year

Job Type: Full-Time, Permanent

Work Location: In Person at Sooke Harbour House Boutique Hotel

Expiry Date: Open Until Filled

Job Description

The Restaurant Manager, reporting to the Food & Beverage Manager, is responsible for overseeing the operations of Sooke Harbour House's two restaurants and event dining services. This position also involves training staff to deliver exceptional service and working on the floor during busy periods to ensure smooth operations. This leadership role involves ensuring exceptional guest experiences, managing a high-performing team, and driving operational excellence. The ideal candidate is a seasoned hospitality professional with a passion for fine dining, exceptional organizational skills, and a track record of success in restaurant and event management.

Key Responsibilities

Restaurant and Event Operations:

- Oversee the daily operations of two restaurants, ensuring seamless service and adherence to the hotel's high standards.
- Coordinate and manage dining services for private events, weddings, corporate retreats, and other functions.
- Collaborate with the culinary team to develop innovative menus and seasonal offerings.
- Maintain high standards of food quality, service, and presentation.
- Monitor inventory levels, control costs, and ensure profitability.

Leadership and Team Management:

SOOKE HARBOUR HOUSE

- Train staff to ensure they are equipped with the skills and knowledge required to deliver exceptional service.
- Actively work on the floor during peak times to support the team and ensure seamless service.
- Recruit, train, and mentor front-of-house staff, fostering a culture of professionalism and service excellence.
- Develop staff schedules to ensure appropriate coverage for restaurants and events.
- Conduct regular team meetings, provide feedback, and support staff development.
- Lead by example, embodying the values of hospitality, teamwork, and integrity.

Guest Relations:

- Build relationships with guests to ensure satisfaction and loyalty.
- Address guest inquiries, feedback, and concerns promptly and professionally.
- Monitor and respond to online reviews and feedback to maintain a positive reputation.

Administrative Duties:

- Manage budgets, track financial performance, and identify opportunities for revenue growth.
- Ensure compliance with health, safety, and sanitation regulations.
- Maintain accurate records of inventory, sales, and staff performance.
- Collaborate with the General Manager to develop strategies for improving guest satisfaction and operational efficiency.

Qualifications and Skills

- A minimum of 5 years of experience in restaurant and event management, preferably in a boutique or luxury hospitality setting.

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- Proven leadership and team management abilities.
- Comprehensive knowledge of restaurant operations, food and beverage service, and event coordination.
- Strong organizational, problem-solving, and multitasking skills.
- Fluency in English is required; additional languages are an asset.
- Proficiency in restaurant management software and Microsoft Office Suite.
- Excellent communication and interpersonal skills.
- Knowledge of wine service and pairings; WSET certification is an asset.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- A passion for fine dining and exceptional guest service.
- This role is ideal for someone looking to grow into a managerial position, such as an experienced Assistant Restaurant Manager, or for someone who has previously held this role.
- A minimum of 5 years of experience in restaurant and event management, preferably in a boutique or luxury hospitality setting.
- Proven leadership and team management abilities.
- Comprehensive knowledge of restaurant operations, food and beverage service, and event coordination.
- Strong organizational, problem-solving, and multitasking skills.
- Fluency in English is required; additional languages are an asset.
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- A passion for fine dining and exceptional guest service.

Why Join Sooke Harbour House Boutique Hotel?

Sooke Harbour House offers more than just a job—it's a chance to be part of something special. Nestled in the stunning West Coast scenery, a move to Sooke, B.C., provides an opportunity for a lifestyle change and the chance to work in a boutique hotel with ambitious plans to reclaim its place on the global foodie map.

Additional reasons to join our team:

- Be part of a supportive and innovative work environment.
 - Lead a dynamic food and beverage team in a prestigious boutique hotel setting.
 - Opportunities for professional growth and advancement.
 - Competitive compensation and benefits.
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How to Apply

Submit your application, including a cover letter and resume, to the HR Coordinator at employment@sookeharbourhouse.ca. For inquiries, please contact the HR Coordinator at employment@sookeharbourhouse.ca.
