



# **ASSISTANT GENERAL MANAGER**

**JOB ROLE  
REQUIREMENTS**

**CREATING UNIQUE & MEMORABLE EXPERIENCES  
FOR OUR GUESTS & TEAM**



## AIMS & RESPONSIBILITIES:

- Ensuring excellent Guest Experience: Through a consistent quality product offering & attentive hospitality.
- Build & maintain a strong team: Endeavour for all team members to be motivated, productive, and committed to providing excellent guest experiences. Central to this is effective recruitment, training & development in order to retain a skilled and diverse team of staff. Aiming to always provide them with the support they need to perform their roles effectively.
- Maintaining a safe and compliant environment: Ensuring staff & guests are safe at all times, and that the bar is compliant with all relevant regulations and laws.
- Maximising profitability: Through the increase of sales, controlling of costs and efficient use of resources.
- Supporting the General Manager in all aspects of venue operations ensuring a smooth running, profitable venue.

## REPORTS TO :

General Manager

## WORKING SCHEDULE :

The role is 45 hours a week in 5 days across the entire week. You are required to be present during busy shifts and carry out on average 2 venue cash ups / closes per week. As late night bar operators, working past midnight when closing the venue is a requirement of the role. You may be required to work an additional day under rare circumstances such as for holiday cover. You will be in control of your own schedule.

## PLACE OF WORK :

Central London. The first 2 weeks of your induction will be held in a venue different to your own. Following this, you will be usually be based in your home venue. You will have a weekly opportunity to visit the head office and meet with head of departments.

## PERKS

- Monthly bonus linked to your sites Gross Margin performance
- Multi level development programmes to foster internal talent
- Nightly £30 tab available across all venues
- Additional holiday based on length of service
- Paid Day Off for Your Birthday (If it falls on a working day)
- Maternity leave – Full pay based on length of service
- Paternity leave - Full pay for two weeks
- Medical and Dental Coverage for all salaried employees over 1 year service
- Referral Bonus for introducing salaried candidates to the company
- Monthly & Annual company drinks & social events
- Employee Assistance Programme with Hospitality Action



## SKILLS & QUALIFICATIONS:

- Minimum of 4 years working in high quality, wet led businesses
- Holder of a personal licence
- In-depth knowledge of hospitality, management & the bar industry
- Leadership: You will be responsible for leading and managing a team of different levels & experiences. You must have the ability to inspire, encourage and motivate people.
- Skilled Communicator: Our culture is people centric therefore effective communication is a must. The ability to communicate clearly and efficiently with your staff & guests is crucial.
- Guest Experience Guru: Creating unique & memorable experiences is at the heart of what we do, your ability to provide a consistently excellent Guest Experience will be critical to your success.
- Passion for the industry: You need to be constantly in the know about new trends & changes in the industry, including an ever evolving knowledge of products.
- Business savvy: As a AGM, you will be responsible for driving sales in your venue, managing your bottomline & everything in between.
- Organisational skills: Our bars are fast-paced & high quality, it takes a keen eye & well written to-do list to balance a team, guests, events, entertainment & general operations of a busy venue.
- Time management skills: Ability to prioritise tasks and manage your schedule effectively is key to a successful & smooth bar operation.

## ROLE SPECIFIC DUTIES

### GUEST EXPERIENCE:

- Maintain, drive & develop GX standards in all areas of the business
- Drive and develop brand story and maintain brand identity
- Support the creation and delivery of venue experiences to enhance the guest experience
- Proactively support the GM in building a local business network
- Support the use of CRM software to build customer profiles, track visits and spends
- Maintain and develop relationships with key clients and regular guests
- Deal with any complaints, issues, altercations & incidents according to company guidelines ensuring, where possible, our guests & staff are kept happy
- Solicit, record and utilise customer feedback
- Forensic focus on product standards & consistency

### PEOPLE :

- Lead from the front, innovating and striving for excellence in all areas
- Support the recruitment of all hourly paid team members & junior management
- Be proactive with recruitment and probations ensuring high standards are consistently met
- Support your Venue Training Champion with all new starter inductions & compliance training
- Oversee new manager induction training
- Ensure an engaging 3 month staff training calendar is always in place and executed
- Support team member succession planning and management development
- Carry out regular catch ups with your team members & junior managers ensuring you are aware of all struggles & issues in the team
- Carry out any disciplinary or grievance procedures following company guidelines
- Monitor and manage staff turnover, develop strategies to ensure it is minimised
- Adopt a people centric mindset

## **SALES DRIVING & FINANCIAL CONTROL:**

- Have an equal focus on sales and cost control
- Support in the planning of activity 1 quarter in advance ensuring adequate preparation
- Work to resolve any issues highlighted in monthly Profit and Loss statements & weekly sales analyses
- Constantly be working to reach agreed sales targets and manage the business in line with budgets
- Ensure all outgoings are informed by and in line with sales forecasting
- Collaborate with the sales & events team ensuring all appropriate events are accommodated
- Constantly identify new sales opportunities in order to expand and maximise the business
- Monitor sales performance and analyse data to identify areas for improvement
- Support & assist the marketing team in the development of promotional campaigns aiming to increase brand awareness
- GP – control costs across bar and kitchen in order to meet targets
- Ensure consumable purchasing is in line with forecasting
- Always looking to streamline costs in all areas of the business where possible
- Foster a culture of excellence, teamwork, and guest-centric approach to sales

## **VENUE MANAGEMENT:**

- Ensure impeccable presentation of venue, staff and self at all times
- Staff rota is sent out 2 weeks in advance and in line with sales forecasts
- Ensure all licensing conditions adhered to and the venue runs legally at all times
- Ensure all cleaning schedules are being completed to standard
- Complete and pass all relevant & compulsory training courses both full day courses and online
- Comply with all relevant food legislation and HACCP regulations
- Ensure the venue runs in line with legal obligations in order to pass any authority visit
- Attend and be prepared for all scheduled meetings
- Ensure all back of house paperwork is kept up to date & completed to company standards
- Ensure all cash banking and cash handling completed to company standards
- Process all invoices for ordering you control in a timely manner and inline with company policy
- Maintain all company policies and standards at all times
- Ensure the venue opens & closes in alignment with premises licence & agreed trading times

## **BAR & PRODUCT:**

- Active & competent in controlling all costs across the business
- Maintain a consistent GP according to targets
- Oversee & support the Bar Manager with all aspects of stock control & stock holding
- Stay up to date with industry trends & ensure the offer is in line with guest expectations
- Ensure cocktail presentation is always creative, eye catching & in line with venue concept
- Support the creation and delivery of the annual cocktail menu, including team training & launch
- Support seasonal/brand partner menu activations including promotion & training
- Forensic focus on food & drink, consistency, quality, presentation and delivery standards
- Continual development of product and offer



**BARTS**

*Maggie's*

*Bunga  
Bunga*

**CAHOOTS**

*MR FOGG'S*

**CONTROL  
ROOM**