



Our People are Family, Our Guests become Friends,
Our Competitors envy us

Job Title: Quality Service Manager

Salary: Highly Competitive + excellent benefits

How to apply: Please apply online at www.fridoids.co.uk

Role Overview

To ensure the consistent delivery of high quality products and service in the store.

Contextual Background

The TGI Friday's brand was established in New York in 1965. In the UK today it provides an authentically American fusion of craveable food and drink, atmosphere and exceptional service.

Our continued commercial success is dependent on the quality of our product and service. This is measured through guest feedback, sales and profit. It is only by recruiting and retaining the best people that the brand will thrive – this is a key priority for our managers.

Role Profile

Reports to: General Manager

Responsible for: 20-30 team members

Key Accountabilities

Guests

- Interact with Guests in a positive, energetic and sincere manner.
- Focus on food quality/ appearance, ticket times, and the fine details that define overall guest experience.
- Show an awareness of Guest needs and expectations; prevent problems before they occur.
- Resolve any guest issues.



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People

- Keeping own team updated regarding brand and store developments and targets
- Management of own department – ensure team understand the vision, motivate, develop, performance manage, conduct reviews
- Scheduling/rotas for own department to ensure correct manpower levels (fully parred)
- Gathering and supplying information for disciplinary procedures where necessary
- Communicating shift targets, expectations and plans
- Motivating team and resolving immediate people issues on shift
- Actively listen and respect the opinions of others

Financial performance

- Showing understanding of the store business plan, targets and P&L
- Managing allocated controllables/consumables levels and spend within budget
- Identify operational opportunities to build sales and control costs

Brand anchors, operational excellence, standards and legal

- Ensuring that everything within the store complies with T.G.I. Friday's, store and legal requirements, standards and procedures.
- Ensuring that shift running complies with T.G.I. Friday's, store and legal requirements, standards and procedures.

Other

- Running great shifts



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Personal Qualities - Success Differentiators

Results Driven

- Focused on results and highly driven to smash targets.
- Continually reviews own performance and makes changes to do things better.
- Self-motivated, energetic and sustains effort in order to achieve exceptional business results.

Engages People

- Enthuses others, inspiring a positive attitude to work and arouses a strong desire to succeed among own team and colleagues by living the brand values.
- Builds rapport and communicates appropriately with people at all levels.
- Acts as a role model in their treatment of guests, employees and managers.

Commercial Acumen

- Shows understanding of the business plan, sales and profits.
- Keen to develop own commercial ability.
- Knowledgeable about store performance and local competitors

Planning

- Effectively manages daily priorities while keeping track of long term initiatives

Leadership

- Sets the standard and motivates others through interactions and examples.
- Creates a following through earned trust and respect
- Helps team members develop and achieve work and life goals
- Publicly recognises and rewards individual contributions and team accomplishments

TO APPLY:

Visit www.fridoids.co.uk