

Job Description

The Seasons, MUST Training Restaurant is a purpose-built facility to support the academic programs of MUST, especially for the new Bachelor Degree of Food and Beverage Management in the Faculty of Hospitality and Tourism Management.

It is a training ground for students in both majors: Culinary Art (CA), and Restaurant Management (RM). Students from the CA major will practise in the kitchen, while students from the RM major will practise in the dining hall. Students can experience pragmatic learning in an actual restaurant environment serving both internal and external customers under the supervision of qualified instructors.

The Training Restaurant is approximately 10,277 ft² in size equipped with the state of the art cooking facilities to showcase best practice in the kitchen. A theatre setting is designed to facilitate demo workshops with the support of an audio-visual technology. There is a custom-made wine cellar, a bakery cafe corner and an elegant dining hall. These inter-connect space are ideal for special event and wine appreciation courses.

Title: Restaurant Manager

Reports to: Executive Committee of MUST

Summary of Position:

The Macau University of Science and Technology seeks applications for the post of Restaurant Manager. This position is designed to provide training in professional dining room service, bar management, wine and beverage skills to staff members. This position requires a passion for customer service with training skills. This position manages all aspects of the restaurant and implements the policies designed to achieve excellent guest satisfaction.

Duties & Responsibilities:

1. Lead, coach, mentor and train the front-of-the-house team (including Food & Beverage Management students and interns) to accommodate the designed services;
2. Oversee daily operations, including opening and closing of restaurant and the security of all assets;
3. Maintain and implement all standards of service, policies and procedures, to ensure guest satisfaction;
4. Prepare and approve schedules for daily operation and special events to achieve target labor cost as a percentage of sales;
5. Develop a diversity of workshops with sales techniques and style to maximize the capacity of the dining room;

6. Oversee the weekly inventory or purchasing activities and reconcile monthly inventory control and budget processes for accounting purpose;
7. Support the Chef de Cuisine in developing menus utilizing knowledge gained from guest feedback, menu mix analysis and other measures;
8. Maintain Point of Sales systems (Micros), hardware and software;
9. Approve purchase orders and oversee inventory control within budget guidelines of all beverage equipment, supplies and tableware;

Qualifications:

1. Ten years of industry experience with minimum three years in managerial role;
2. At least five years of fine dining front-of-the-house experience or high volume, upscale restaurant establishments;
3. Experience in implementing training courses and programs, utilizing a systematic approach;
4. Strong interpersonal and communication skills, proficiency in English and Chinese (both written and verbal);
5. Patience with ability to coach and develop talent;
6. Strong organizational skills with demonstrated ability to prioritize and follow up as required;
7. Bachelor's degree preferred