



THE ELDORET NATIONAL POLYTECHNIC

JOB ADVERTISEMENT

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The Eldoret National Polytechnic invites applications from qualified and competent Kenyans to fill the position of Restaurant Manager Job group K

Job Duties and Responsibilities.

- Manage and oversee the entire TENP restaurant operations.
- Deliver superior guest services and ensure guest satisfaction.
- Plan new and update existing menus by consulting with chefs; Control costs and minimize waste
- Controls costs by reviewing portion control and quantities of preparation; minimizing waste; ensuring high quality of menus
- Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service
- Plan and develop the overall hotel marketing strategy.
- Respond efficiently to customer questions and complaint
- Manage and lead the restaurant staff, and organize work shifts.
- Evaluate staff performance and identify training needs.
- Estimate consumption, forecast requirements and maintain inventory of restaurant supplies.
- Nurture a positive working environment and resolving interpersonal problems amongst the hotel staff.
- Monitor operations and initiate corrective actions
- Implement innovative strategies to improve productivity, sales and customer satisfaction.
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complying with legal regulations and guidelines.

- Meets restaurant financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Achieves restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans.
- Implementing production, productivity, quality, and customer-service standards.
- Completing audits; identifying trends; determining system improvements and in consultation with the management implementing change.

Academic qualifications and Experience:

- ❖ Bachelor's Degree in Hotel management or hospitality management from a recognized institution.
- ❖ At least 3 years' experience in a management role in a busy restaurant.
- ❖ Demonstrable experience in housekeeping, front desk service, catering, and food service management.

Key skills required.

- Excellent customer service skills
- Good interpersonal skills
- Good written and verbal Communication skills-
- Problem-solving skills
- Organizational skills
- Teamwork skills.

Applications with detailed C.V, copies of academic qualifications, professional certificates, and testimonials to be submitted to the undersigned on or before close of business on **Friday 17th May, 2019.**

**The Chief Principal,
The Eldoret National Polytechnic
P.O. BOX 4461
ELDORET.**

THE ELDORET NATIONAL POLYTECHNIC IS AN EQUAL OPPORTUNITY EMPLOYER