

Job Title: Quality Service Manager (QSM)

Salary: Highly Competitive + excellent benefits

To apply, please send your contact details and CV to tgijobs@northgate-is.com or Human Resources Manager, T.G.I. FRiDAY'S Resourcing, Thorpe Park, 239 Thorpe Road, Peterborough, PE3 6JY.

Contextual Background

"A Great Place for Great People to do Great Work"

As a Manager with T.G.I. Friday's you will be given a high level of accountability for the running of the business, and directly report into the General Manager of the Store. The core purpose of your role is to ensure that your team is highly engaged to deliver a fun and memorable, restaurant experience to your guests.

So why work for us?

We take the time and care to develop our people's skills, making sure that you are genuinely challenged and supported in your role. In turn you will invest in your staff to keep them highly engaged, and they will pass their love of their roles and the TGI Brand on to their colleagues and - ultimately; to the guests.

What we are looking for in you:

A proven passion for hospitality and engaging teams!

If you can use your honed business skills to achieve a great working environment and clarity of direction to your team, drive sales forward and provide guests with a first class restaurant experience; you'll get back everything that you put into the role, and more!

Role Profile

Reports to: General Manager

Responsible for: 20-30 team members

Overall Job Purpose

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

Contextual Background

The T.G.I. Friday's brand was established in New York in 1965. In the UK today it provides an authentically American fusion

of craveable food, 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.

Key Accountabilities

Guests

Ensuring the delivery of Legendary Service to our guests

Ensuring total product availability in their department

Delivering product and service quality in the store

Resolving any guest issues

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

Financial performance

- Showing understanding of the store business plan, targets and P&L
- Managing allocated controllables/consumables levels and spend within budget

Brand anchors, operational excellence, standards and legal

- Ensuring that own department 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 procedure

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.

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