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## ELEPHANT & CASTLE PUB AND RESTAURANT

Elephant & Castle Pub and Restaurant bring Britain's pub culture to you without having to leave North America. Our outgoing and dynamic teams provide a 'bang on' experience to every guest in the comfort of a British pub inspired room. We offer value, choice, and culinary twists on traditional English fare, but most importantly, what we offer is real. Real care, real smiles, and real experiences. If you're a hardworking, fun-loving and genuine person who enjoys the fast pace of the restaurant industry, we'd love to meet with you!

Our family of companies include Original Joe's, State & Main and a wholly owned construction company called OCS. We never stop looking for unique individuals who can infuse our restaurant and Corporate workplaces with original ideas, creative solutions and an extraordinary guest experience. We offer competitive wages, a comfortable work environment, flexible hours, benefit packages (for those who qualify), investment opportunities, and a chance to grow right alongside us. By joining Elephant & Castle your future career opportunities are endless!

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### Job Title

Assistant Manager – Front of House Operations

### What You'll Do:

You will assist the General Manager with most aspects of front of house restaurant management including:

- Manage the floor while on shift – this includes ensuring all team members are living by our core values, assisting on the floor with food running, bussing, expo and table maintenance
- Assist the GM in all operations - this includes daily cash, payroll, recruitment and terminations, inventory, labour costs, food costs, training and scheduling
- Coach team members to ensure consistency of performance, food quality, food plating and customer service with an emphasis on "doing things right"
- Ensure that opening and closing checklists are completed up to established operating standards
- Approve discounts and promo's as required
- Strive to enhance guest experiences at every opportunity with a focus on customer satisfaction. Handle guest conflicts and concerns with tact and professionalism
- Work each shift with a safety mindset. Be proactive in regards front of the house and back of the house safety(food safety, potential hazards for employees or guests)
- 'Live' our core values during every shift: Honesty, Empathy, Always Welcoming, Remarkable Consistency, Taking Care of the Community

### Who You Are:

- You may have experience as an Assistant Manager in a fast-paced restaurant environment. Consideration towards people with the right attitude who have experience in a fast-paced restaurant environment
- You understand the day-to-day operations of a restaurant
- You pride yourself on your customer service skills, your ability to make people feel 'at home', your reliability and your ability to 'keep upbeat' even during the busiest shifts
- You smoothly sail through stressful moments are able to create a positive atmosphere for the team and guests at all times
- You are solution focused and resourceful – you think 'on your feet' effectively to find resolutions to situations
- You are able to manage time effectively and prioritize tasks without skipping a beat
- You have future aspirations to be employed as Store Management or in our Corporate team

Visit us online at <http://www.elephantcastle.com/> and apply online!