

# role profile | front of house manager

what do you do in wagamama?

be the benchmark of brilliant wagamama service be attentive to details and dedicated to quality. committed to creating brilliant customer experiences and motivating and managing the team to deliver the wagamama style of service

area	actions	how we recognise a brilliant front of house manager
brand values	<ul style="list-style-type: none"> <li>- displays wagamama values by being honest, brilliant and different while performing their duties</li> <li>- motivates and inspires the team to deliver brilliant customer service during the shift</li> <li>- always be visible on the floor during the shift to motivate and guide teams</li> <li>- helps general manager in the restaurant perform better by constantly looking for better ways of doing things</li> <li>- acts as a wagamama role model to the team - leads by brilliant example</li> </ul>	<ul style="list-style-type: none"> <li>- highest levels of energy in the restaurant when on shift</li> <li>- encouraging the team to keep their individual personalities while delivering brilliant customer service</li> <li>- friendly, welcoming attitude towards the team and motivates them to act this way towards customers</li> </ul>
brilliant food	<ul style="list-style-type: none"> <li>- provide feedback to the boh of house teams on quality of food if not at wagamama standard in a positive way</li> <li>- regularly trains and assesses team members knowledge of wagamama menu, to ensure good product knowledge</li> <li>- has a genuine interest in wagamama food and develops an understanding of the flavours, history of dishes etc.</li> <li>- is able to train team members on suggesting side dishes that complement main dishes</li> </ul>	<ul style="list-style-type: none"> <li>- takes responsibility to develop knowledge of kitchen by actively working with chefs to understand boh operations</li> <li>- good knowledge of ingredients of dishes</li> <li>- quickly spots if food is not according to spec, asks the chefs to rectify the problem quickly</li> </ul>
brilliant customer experience	<ul style="list-style-type: none"> <li>- ensure that all front of house team members know the wagamama 10 steps of service and also understand why these are important</li> <li>- trains and motivates front of house teams to read customers' needs and adjust style of service according to individual customers' needs - while still retaining their individual personality</li> <li>- effectively deals with customer queries in a friendly way</li> <li>- has in-depth knowledge of allergies and able to suggest alternatives to customers with allergies</li> <li>- encourages team to make customers aware of new items on the menu or changes to any of the dishes</li> <li>- ensure team works at required speed during service to ensure customers are served promptly and waiting times kept to a minimum</li> <li>- remains calm during a busy shift and ensures team members remain focused during the shift</li> <li>- able to react quickly to customer complaints to ensure issue is resolved before customer leaves the restaurant</li> <li>- constantly observe team members/restaurant to anticipate any problems and take preventative action</li> </ul>	<ul style="list-style-type: none"> <li>- by providing brilliant customer service, acts as role model to team</li> <li>- able to work with minimal supervision for general manager</li> <li>- always looks at ways of improving team members customer service skills</li> </ul>

role profile | continued on next page

# role profile | front of house manager

what do you do in wagamama?

be the benchmark of brilliant wagamama service be attentive to details and dedicated to quality. committed to creating brilliant customer experiences and motivating and managing the team to deliver the wagamama style of service

area	actions	how we recognise a brilliant front of house manager
brilliant people and teams	<ul style="list-style-type: none"> <li>- performs at a consistent level and is reliable member to the management team</li> <li>- shows a natural pride in work and looks how things could be improved</li> <li>- quickly communicates any problems during the shift with fellow managers and general manager</li> <li>- is able to listen to the feedback from managers on performance and make necessary adjustments</li> <li>- easily gains trust and support from others in the team</li> <li>- has an understanding of budgets/managing labour etc. and works with general manager to develop knowledge</li> </ul>	<ul style="list-style-type: none"> <li>- shows genuine interest in developing teams and spotting people who have potential for management</li> <li>- is able to deliver an inspirational and effective team brief</li> <li>- shows a commitment to maintaining wagamama standards and helps other team members who need help/support - has natural ambition and wants to make most of the career opportunities available in wagamama</li> <li>- actively seeks additional responsibility and wants to progress career</li> <li>- suggests ways of improving efficiencies in the restaurant to the general manager</li> </ul>
results delivery	<ul style="list-style-type: none"> <li>- excellent knowledge of wagamama work safe policies and procedures</li> <li>- motivating and managing the team to consistently pass mystery diner audits and increase gwr scores</li> <li>- receives positive feedback from customers from their visit to the restaurant</li> <li>- able to react quickly to changes in service and take required action in the restaurant</li> <li>- is able to effectively manage staffing levels and take appropriate action to ensure labour budgets are kept in line with company standards</li> <li>- able to increase average spend per head in restaurants by effective training/motivating teams</li> <li>- achieves targets set by manager</li> </ul>	<ul style="list-style-type: none"> <li>- receives positive feedback from customers</li> <li>- passes all mystery diner audits</li> <li>- passes all internal qscd audits</li> <li>- understands and complies with all company policies and procedures</li> </ul>

be you b e  wagamama