



Assistant Manager

Exciting young casual street food restaurant concept, "Chiquen" requires a **Full Time (45 hours p/w) & Part Time (25 hours p/w) Assistant Manager** at The Mall Wood Green. Great pay rates and a generous meal for all managers while at work.

We are a young and dynamic restaurant concept with bold growth plans in the future and we want you to be part of our success! Chiquen is one of the youngest organizations who have been awarded the prestigious Investors in People Accreditation.

We specialize in freshly prepared chicken dishes served with sauces inspired by our travels. Our food and sauces are all fresh so that our customers get the tastiest "lip smacking" food every time. We strongly believe in food provenance and healthy eating.

Key Responsibilities

Sales:

- To be able to set up the POS and assign tills
- Should be able to manage voids, refunds and petty cash during the shift in line with company policies
- Must be able to cash up the tills as required and complete the daily banking deposit in line with the company procedures
- Must be in a position to complete daily cash control summary highlighting any discrepancies
- The shift manager may be required to go to the bank as instructed by the restaurant manager
- The job holder should be fully aware of the company's cash control policy
- Should have a good understanding of the P&L.
- Should be able to record food and non-food invoices and highlight any discrepancies
- Must be able to conduct a stock take in line with the company procedures
- The job holder should be able to place orders as instructed

Operations:

- Must be able to open and close the restaurant in line with company procedures.
- Needs to ensure operational standards of QSC (Quality, service and Cleanliness) are maintained at all times.
- The job holder must complete all daily checks in line with company procedures highlighting any critical issues immediately.
- Must be able to manage their team to deliver the ops standards required.
- The shift manager must be able to train, coach and correct the team members to deliver the ops standards during their shift.
- The job holder is responsible for the entire guest experience during his/her shift and should be able to deal with, resolve and report all customer inquiries, complaints and illnesses in line with company procedures
- The job holder is responsible to maintain the company image standard at all times.

- The Assistant Manager is solely responsible for ensuring the highest standards of food safety and compliance with company procedures during their shift
- When required the job holder should be able to take on any role from the team member and perform it to the highest standard to ensure the smooth running of the shift.
- Should have a good understanding of the equipment and be able to follow the maintenance required.

People:

- To be able to manage their team members efficiently and effectively.
- Must be able to openly communicate and motivate the team members during their shift.
- Must be able to manage the company values, culture and behaviour.
- Must be able to understand the 3 R's i.e. the right person at the right place during the right time.
- Should be able to complete and maintain training files.
- The Assistant Manager should understand the relationship of labour ratio and sales on their shift.

Communication:

- The job holder should be a good communicator with both verbal and written English skills.
- Should be able to communicate both with their team and the management with the help of good written and verbal skills.
- The manager is required to communicate and flag up any issues both during as well as at the end of his/her shift
- Should be able to conduct clear and informative team briefings during his/her shift

Marketing:

- The job holder should be able to promote the brand to all businesses within the community and further create brand awareness and a larger customer base
- Should be able to conduct and demonstrate marketing techniques to promote Chiquen within the mall and on the high street

We only need you to make sure that our company standards remain high at all times and our guests leave with a smile on their faces. In return we offer a fantastic training program with a competitive salary and a meal on each of your shifts. More importantly we believe in looking after our employees and offer a chance to grow and develop and be a part of something great.

If this sounds like the next challenge for you then we would love to hear from you! Please send a copy of your C.V and a covering letter stating why you would be suitable for the role to ayushi@chiquen.co.uk