

## Restaurant Manager

A restaurant manager organises the provision, preparation and service of food in restaurants, hotels and fast food outlets, including sandwich shops and coffee bars.

### The Work

You could be:

- hiring, training and supervising staff, organising shifts and leading the staff as a team
- working with the chef to plan the menu and decide on recipes
- controlling stock and buying in supplies, including food, drink and sundry items such as napkins and condiments
- planning the budget, setting sales targets and managing accounts
- greeting customers, providing information on menus and dealing with problems or complaints
- organising bookings for groups of all sizes including parties for adults and for children
- making sure that the work done by kitchen, restaurant and bar staff meets official standards of hygiene, weights and measures and licensing laws
- organising maintenance and repairs of buildings, furniture and equipment
- planning marketing campaigns to meet sales targets.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Pay for an assistant manager can range from £18,000 to £28,000 a year and for a manager up to around £35,000. At the top level, in high star hotels or fine dining restaurants, managers can earn up to £45,000, sometimes more.

### Conditions

- You will work long hours and shifts including early mornings, late evenings, weekends and public holidays.
- At certain times of the week and of the year, the work may be hectic and pressurised.
- If you work for a chain you may have to provide cover at restaurants in other locations.
- The work can be physically and mentally tiring.

### Getting In

The first step will usually be a job as assistant manager. The many routes into this work include:

- a degree or an HND in hospitality management or business
- a degree course usually needs 4-5 Highers for entry while an HND needs 1-2 Highers usually including

English

- a company management trainee programme with possible part time study to do the Institute of Hospitality Certificate or Diploma
- gaining experience in restaurant work, perhaps with study for SVQs and then getting promotion to management.
- a Modern Apprenticeship.

The restaurant trade is a growth industry. There are openings all over Scotland in restaurants, hotels and fast food outlets. Many restaurants specialise in particular types of food.

There is a big difference in the style of service and working environment between different types of restaurants, such as fine dining, hotel and fast food. As such, you would usually choose one route and stick with it.

## What Does It Take

You need:

- a smart appearance
- a polite, helpful manner and good customer service skills
- a flexible, hands-on attitude
- assertiveness and initiative to sort out problems quickly
- strong leadership and motivational qualities
- excellent organisational skills
- a head for business and an ability to manage a budget
- strong communication skills
- the ability to remain calm under pressure.

## Training

- Training is normally on the job.
- While working you can study for the SVQ in Hospitality Supervision and Leadership at SCQF Level 7.
- As a restaurant manager you may be asked to apply for a personal licence to sell alcohol. The British Institute of Innkeeping website has details of the Scottish Certificate for Personal Licence Holders. See their website for more details.

## Getting On

- Once you are an experienced restaurant manager you might move on within a company to be a regional manager.
- You might move into hotel management.
- You could become self-employed and open up your own restaurant.

## Contacts

**British Institute of Innkeeping (BII)**

Tel: 01276 684449

Email: enquiries@bii.org

Website: [www.bii.org](http://www.bii.org)  
Twitter: @BIIandBIIAB  
Facebook: [www.facebook.com/BIIandBIIAB](http://www.facebook.com/BIIandBIIAB)

**Confederation of Tourism and Hospitality (CTH)**

Tel: 020 7258 9850  
Website: [www.cthawards.com](http://www.cthawards.com)  
Twitter: @cthawards1  
Facebook: [www.facebook.com/ConfederationOfTourismAndHospitalityCth](http://www.facebook.com/ConfederationOfTourismAndHospitalityCth)

**Institute of Hospitality**

Tel: 020 8661 4900  
Website: [www.instituteofhospitality.org](http://www.instituteofhospitality.org)  
Twitter: @IoH\_Online  
Facebook: [www.facebook.com/IoHOnline](http://www.facebook.com/IoHOnline)

**People 1st - Hospitality Guild**

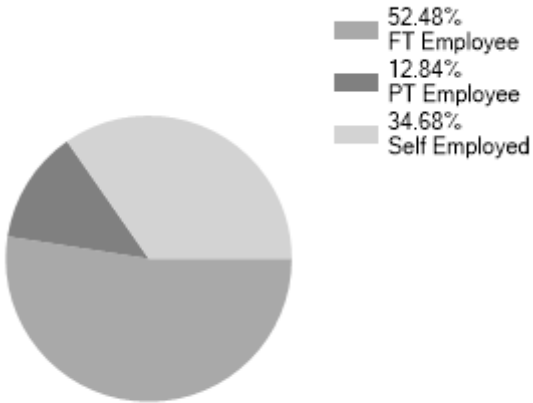
Tel: 0203 074 1222  
Email: [eqa@people1st.co.uk](mailto:eqa@people1st.co.uk)  
Website: [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)  
Website (2): [www.people1st.co.uk](http://www.people1st.co.uk)  
Twitter: @p1stgroup

**Springboard**

Tel: 020 7921 0420  
Email: [info@springboarduk.org.uk](mailto:info@springboarduk.org.uk)  
Website: [www.careerscope.uk.net](http://www.careerscope.uk.net)  
Website (2): [springboard.uk.net](http://springboard.uk.net)  
Twitter: @Springboard\_UK  
Facebook: [www.facebook.com/SpringboardUKCharity](http://www.facebook.com/SpringboardUKCharity)

Statistics

Employment Status UK %

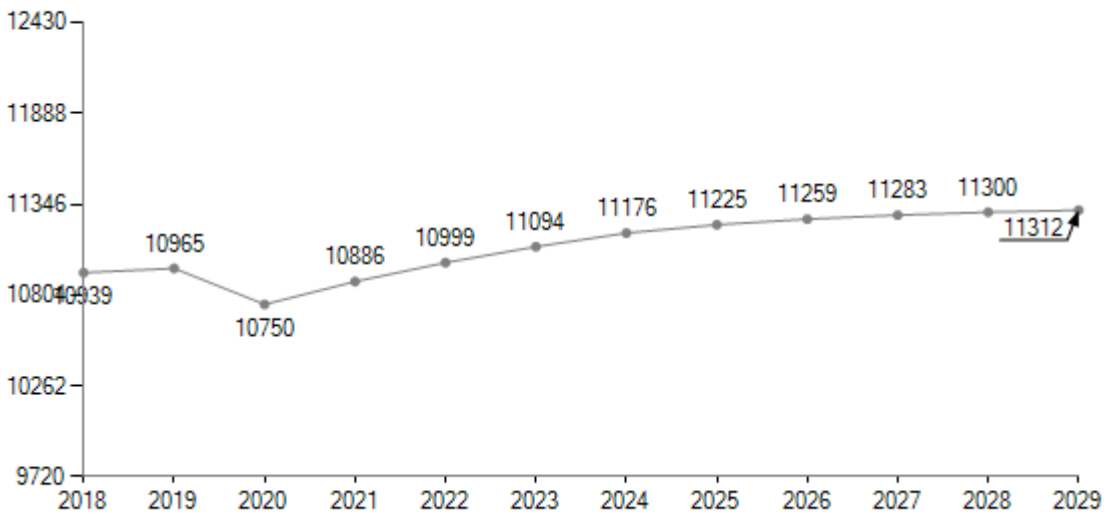


Past Unemployment - Scotland

No statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)