

Job Description

Role: Restaurant & Bar Manager
Reporting to: Events Manager
Contract: Full-time, permanent
Hours: 40 hours per week, including regular weekends and evenings
Location: Royal Southern Yacht Club, Hamble SO31 4HB

Based in the heart of the Hamble River with The Solent on our doorstep, we are one of the world's finest yacht clubs with a sailing area to match. At The Southern we pride ourselves on our superb Clubhouse and facilities, a dedicated staff who work around the clock to make every Member and guest feel welcome, and our ability to run world class events time and time again.

We are currently seeking a passionate, professional and experienced **Restaurant & Bar Manager**. Our Britannia Restaurant offers a white-linen service with a freshly-cooked menu curated using seasonal ingredients. Our dining room hosts 200+ guests whilst the Members' Bar & River Room is available for more intimate private parties

Reporting to the Events Manager, the Restaurant & Bar Manager plays a key role in maintaining the club's excellent reputation for hospitality and seamless event execution, from high-profile regattas and corporate functions to club socials and intimate celebrations.

You will be an Ambassador for the club, delivering a warm and personal welcome, and exceptional service to ensure a memorable dining experience. Impeccable service is paramount. We are looking for someone that will take time to get to know each of our members, to understand their preferences and anticipate their wishes.

About the Role

As Restaurant & Bar Manager you will take responsibility for the day to day management of a busy restaurant and bar operation. Passionate about service and standards you will work hard to make every guest and team member experience memorable. You will ensure club standards and procedures are set and adhered to, as well as legal requirements consistently followed, running the operation with the utmost efficiency.

Focused, results-driven and nurturing, you will take responsibility for recruiting, training and coaching your team to deliver a first-class service whilst ensuring sales activity is monitored and reported.

A typical day will include running the restaurant and bar, complying with all legal and health and safety requirements, preparing rotas and workforce planning. You will take responsibility for training, coaching and supporting your team in delivering excellent guest service whilst

maximising sales opportunities. You will be instrumental in driving feedback from our guests and ensuring appropriate management reporting.

Key Responsibilities

- Act as the visible point of contact for members and guests, ensuring queries and feedback are discretely handled promptly and positively.
- Lead, develop and motivate the restaurant and bar team to consistently deliver high standards of hospitality through excellent communication and first-class training.
- Management of the restaurant and bar team, including rota planning and performance evaluation.
- Oversee reservations, walk-ins and waitlists, collaborating with the Head Chef to deliver a smooth, coordinated flow of service.
- Monitor and maintain standards of presentation, ambience and cleanliness throughout front-of-house areas.
- Contribute to a culture of continuous improvement and exceeding members' expectations.
- Support the Events Manager in achieving financial targets through effective cost control, upselling, and efficient staffing.
- Collaborate with the Events Manager and Head Chef to deliver exceptional events.
- Ensure compliance with licensing, health and safety, and food hygiene regulations.
- Manage stock control and ordering for the bar within budget, to meet operational requirements.
- Cellar management and maintenance.

About You

- Proven experience in hospitality management or senior supervision within fine dining or upscale environments.
- Excellent interpersonal and communication skills, with a strong passion for customer service.
- Strong leadership abilities with a hands-on, supportive approach to team management.
- Highly organised, calm under pressure, and capable of managing multiple priorities.
- Knowledgeable about food, wine, and beverages, with an understanding of guest expectations.
- Solid grasp of licensing laws, food hygiene, and health & safety requirements.
- Competent in basic financial management, stock control, and cost-effective staff rostering.
- Passionate about delivering exceptional guest experiences and supporting team excellence.
- Friendly, confident, and caring personality with exceptional attention to detail and a guest-first mindset.



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- Motivational and inspiring leader who fosters development, maintains standards, and ensures consistent first-class service.
- Continuously pursues excellence and aims to exceed expectations with regard to sales activity and service.
- Experienced in using and programming ICR, or other recognised point of sale systems

Why Join Us?

- Be part of a welcoming, community-focused club with a vibrant calendar of events
- Work in a stunning waterside location
- On-site parking provided
- Join a friendly, supportive team in a historic and well-regarded organisation

If you're passionate about providing excellent service and would enjoy working in a lively and prestigious club environment, we'd love to hear from you.

To apply, please send your CV and a short cover letter to:

Sarah Hoare generalmanager@royal-southern.co.uk

