

Position Description – Restaurant Manager – Taronga Zoo

Title	Restaurant Manager – Taronga Zoo	Date Prepared	October 2026
Reports to	General Manager, Operations	Approved by	David Madden

Position Overview

The Restaurant Manager oversees day-to-day front-of-house operations, ensuring smooth service delivery, strong team performance, and a consistently high-quality guest experience. The role also manages the relationship with Taronga Zoo's Wildlife Retreat.

This role is highly operational and hands-on, with a strong focus on peak service execution (lunch/dinner rush, weekends, events, and high-volume trading periods and Public holidays). The Restaurant Manager leads by example on the floor, driving service efficiency, team coordination, and guest satisfaction in a fast-paced environment.

The role also plays a key part in rostering, staff development, compliance, cost control support, and achievement of sales and service KPIs.

Key Responsibilities

Operational Leadership:

- Manage all restaurant service periods, ensuring smooth front-of-house operations from pre-service setup through to close.
- Take full ownership of busy periods including weekends, public holidays, functions, and peak trading hours.
- Work with Taronga Wildlife Retreat to understand accommodation high volume trade periods.
- Actively lead the floor during service, including table allocation, section management, and guest flow optimisation.
- Ensure service standards are consistently maintained during high-volume trading periods.
- Maintain control of pacing between bar, kitchen, and floor teams to avoid delays or service breakdowns.
- Conduct pre-service briefings to communicate bookings, specials, staffing allocation, and expected demand.
- Lead, motivate, and supervise front-of-house staff during all shifts.
- Act as the primary floor leader during peak service periods, ensuring clear direction and fast decision-making.
- Set expectations for performance, presentation, and guest engagement.
- Provide real-time coaching during service to improve speed, accuracy, and service quality.
- Ensure adequate staff positioning and section coverage during high-demand periods.
- Support a positive and accountable team culture, especially during high-pressure shifts.
- Ensure all guests receive prompt, attentive, and professional service at all times.
- Actively engage with guests during service, especially during busy periods.
- Handle complaints and service issues immediately, with a focus on on-the-spot resolution and guest retention.
- Monitor guest satisfaction throughout service periods and adjust staffing or flow as required.
- Ensure high standards of hospitality are maintained even during peak trading pressure.
- Assist with creating and managing staff rosters in line with forecasted demand.
- Ensure appropriate staffing levels for weekends, peak nights, events, and high-volume service periods.
- Adjust floor coverage in real-time during service if trade increases unexpectedly.
- Monitor labour efficiency and ensure alignment with budget targets.
- Ensure staff are trained and rostered appropriately based on skill level and service demands.
- Ensure all food and beverage items are delivered to guests at the correct standard, temperature, and presentation.

- Liaise with kitchen and bar teams to ensure smooth service flow during busy periods.
- Monitor consistency of product quality across all service periods.
- Support upselling initiatives during service, particularly during peak trading times.
- Assist with stock ordering, inventory checks, and stock rotation procedures.
- Monitor stock levels during busy periods to avoid service disruption.
- Ensure accurate recording of wastage, breakages, and stock variances.
- Lead end-of-week/month stock takes and reporting processes.
- Ensure full compliance with food safety, hygiene, and workplace health and safety regulations.
- Maintain safe working conditions, particularly during high-volume service periods where risk increases.
- Ensure staff follow RSA (Responsible Service of Alcohol) and venue policies at all times.
- Report incidents, hazards, and near misses promptly.
- Train and induct new staff on service procedures, systems, and venue standards.
- Provide ongoing coaching, particularly during live service and peak periods.
- Ensure all staff understand expectations for busy services, weekend trade, and high-pressure environments.
- Support performance improvement and address underperformance where required.
- Develop strategies to achieve daily, weekly, and monthly revenue targets.
- Identify & implement cost-saving strategies to improve bottom-line profit results in consultation with the General Manager.
- Drive upselling and suggestive selling during service periods.
- Ensure table turnover efficiency during busy periods without compromising guest experience.
- Monitor key performance indicators including average spend, covers per hour, and service speed.
- Complete accurate end-of-shift reporting including sales summaries, labour notes, and incident reporting.
- Communicate operational feedback to senior management regarding busy periods, staffing needs, and guest trends.
- Ensure all opening and closing procedures are completed to standard.
- Provide shift handovers that clearly outline issues, priorities, and staffing notes.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
• Smooth daily restaurant operations • Strong control of floor during service periods • Efficient guest flow and table management • Execution during peak and high-volume periods (weekends, events, holidays) • High-quality guest experience across all services • Effective complaint handling and recovery • Strong hospitality culture on the floor • Strong front-of-house leadership • Staff engagement and accountability • Effective team coordination during busy shifts • Coaching during live service • Control and execution during high-volume trade • Staff allocation under pressure • Maintaining service standards during rush periods • Ensuring no breakdown in guest experience during peak times • Driving revenue growth • Supporting sales targets and upselling • Labour and cost control • Smooth back-of-house coordination • Stock and inventory control support • Shift reporting accuracy • Process and SOP compliance • Food safety and hygiene compliance • Workplace safety and RSA adherence • Incident prevention and reporting	• Average guest wait time • Table turnover rate per service period • Service completion time • Number of service breakdowns per week • Peak period performance rating (manager or audit score) • Covers per hour during peak trade • On-time opening and closing checklist completion • Customer satisfaction score • Online review rating (Google/TripAdvisor/etc.) • Complaint resolution time • Repeat customer rate • Staff turnover rate • Training completion rate (100% onboarding compliance) • Staff attendance/roster adherence • Performance rating from senior management • Weekend revenue vs forecast (% variance) • Peak service customer satisfaction score • Service speed consistency during peak (vs off-peak variance) • Labour efficiency during weekends • Number of staffing escalations during peak periods • Daily/weekly/monthly revenue vs budget (%) • Average spend per head • Upselling conversion rate (add-ons, drinks, desserts) • Labour cost percentage (target range compliance) • COGS variance • Covers per service period • Function/event sales contribution • Stock variance • Waste/spoilage percentage • Inventory accuracy rate • End-of-shift report completion • SOP compliance audit score • Order accuracy rate • Equipment downtime incidents • Number of safety incidents (target: zero critical incidents) • RSA compliance rate (100%) • Food safety audit score • WHS training completion rate (100%) • Incident reporting time compliance (immediate/within 24 hrs) • Number of regulatory breaches (target: zero)

Acceptance

I, _____, have read and understood the responsibilities outlined in this Executive Chef – Site Lead Chef position description. I acknowledge that this document provides a general overview of my role and may be subject to updates as required. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____

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