

Function:	Sodexo Live!
Position:	Members Club Restaurant Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Harry Champion
Additional reporting line to:	
Position location:	Fulham Pier, Craven Cottage, London/Fulham Green Office

1. Purpose of the Job – State concisely the aim of the job.

The Members Club Restaurant Manager is responsible for the overall operation of the restaurant within the members club, ensuring that all guests receive exceptional service and an outstanding dining experience. This role involves managing the front-of-house staff, coordinating with the kitchen and bar teams, and maintaining high standards of service, quality, and member satisfaction. The Members Club Restaurant Manager will work closely with senior management to implement strategies that enhance the member experience and drive business success.

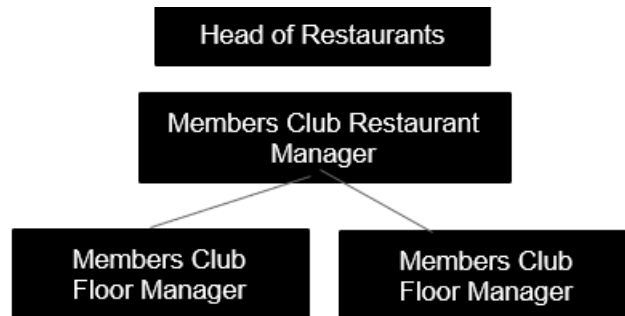
Key responsibilities include:

- Overseeing daily restaurant operations, ensuring that all service standards are met and exceeded.
- Leading and managing the front-of-house team to provide a seamless and high-quality dining experience.
- Developing and implementing service procedures, training programs, and operational guidelines to enhance service delivery.
- Building and maintaining strong relationships with members, addressing their needs and feedback promptly.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY26:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a						
		Net income growth:	n/a			Outsourcing growth rate:	n/a	HR in Region	Katie Pollington

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Provide exceptional service in a premium members-only restaurant, ensuring that every member feels valued and receives top-tier attention.
- Effectively manage the restaurant during peak service periods, particularly on matchdays and during exclusive member events.
- Maintain high standards of service and food quality, ensuring that operations run smoothly and efficiently at all times.
- Address and resolve any issues or complaints raised by members promptly and professionally.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Manage the daily operations of the restaurant, ensuring efficient service and high-quality food presentation.
- Lead, train, and develop the front-of-house team to maintain excellent service standards and member satisfaction.
- Monitor and evaluate service quality, implementing improvements as needed to enhance the member experience.
- Collaborate with the kitchen team to ensure timely delivery of food and seamless communication between front-of-house and back-of-house operations.
- Handle member inquiries, complaints, and special requests with professionalism, ensuring a positive dining experience.
- Maintain cleanliness and organisation of the dining area, ensuring a welcoming and elegant environment for members.
- Assist in managing budgets and financial performance, including labour costs and inventory control.
- Plan and coordinate special events and promotions within the members club, ensuring successful execution and high member engagement.
- Ensure compliance with health, safety, and hygiene standards, maintaining a safe and clean dining environment.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensure the restaurant delivers exceptional service that meets the members club's high standards, maintaining high levels of member satisfaction.
- Lead and motivate the front-of-house team, ensuring consistent performance and service excellence.
- Oversee the cleanliness and organisation of the restaurant, ensuring a welcoming atmosphere for all members.
- Handle member complaints and special requests with professionalism, ensuring quick resolution and a positive outcome.
- Assist in managing budgets and financial targets, ensuring profitability through effective operational management.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience managing restaurant operations, ideally within a premium or members-only setting.
- Strong leadership and team management skills, with the ability to train, develop, and motivate a front-of-house team.
- Excellent communication and interpersonal skills, with a focus on providing personalised, high-quality service to members.
- Strong organisational skills, with the ability to manage multiple tasks and priorities in a fast-paced environment.
- Knowledge of health, safety, and hygiene regulations, with a commitment to maintaining high standards.



8. Management Approval – To be completed by document owner

Version	1	Date	22/07/2026
Document Owner	Ashley Hewlett		

9. Employee Approval – To be completed by employee

Employee Name		Date	
---------------	--	------	--