



Restaurant Manager

Career Description

Restaurant and food service managers plan, organize, direct, control, and evaluate the operations of establishments in which food and beverages are served.

They are employed by:

Food and beverage service establishments

Working conditions:

The working conditions for restaurant managers vary as much as the establishments they operate. Evening and weekend work is common. The work can be hectic during peak dining hours. Dealing with customer complaints or problem employees can be stressful.

Skills & Abilities:

Restaurant managers need to possess:

- good interpersonal skills to deal effectively with employees and customers
- the stamina and self-discipline required to work long hours when necessary
- strong organizational skills
- the ability to remain calm and solve unexpected problems
- the ability to develop marketing ideas for attracting and retaining customers

Stats:

Average salary in Alberta: \$47,376.00*

Average wage: \$23.10*

Minimum education: Varies

*Statistics from 2018, alis.alberta.ca

For more Alberta career information and stats:

<https://alis.alberta.ca/occinfo/occupations-in-alberta/occupation-profiles/restaurant-manager/>

Activity Mission

You will complete two typical duties of a restaurant manager:

1. Interact with customers
2. Schedule the servers

Tools Needed:

Pen/pencil, pad of paper

Task 1: Interact with Customers

Background

The restaurant manager (RM) must ensure that the customers have a great experience, and therefore a desire to come back to the restaurant. It is important for the RM to have a positive, sunny attitude at all times.

Instructions

1. On the next few pages you will find customer scenarios.
2. The restaurant is busy and things happen fast!
3. **Set a timer for 7 minutes.** Try to get through all of the scenarios before the time runs out.
4. Be thoughtful about your answers. Remember that the restaurant manager must have a pleasant attitude and try to always please the customer.
5. Perhaps have a family member be your assistant manager so that you can talk through any problems that may arise.

Customer Scenarios

A father in the restaurant wants to talk to the manager because there is no diaper-changing table in the men's restroom. What would you say to resolve this complaint and make the customer happy?

There is a table of customers who came to your restaurant because the chef's delicious slow-cooked ribs were recommended by a friend. Unfortunately, the ribs have been taken off the menu. The customers are disappointed and want to talk to the manager. How would you handle this situation?

Customers are complaining about the long wait to receive their food and how it was cold when it arrived. They want to talk to a manager about the service. How would you handle this situation?

A table of 4 calls you over to say they are very happy with both the food and the service. What would you say, and what would you do with the information?

During a very busy dinner shift, one of the servers drops an entire tray of drinks right in the middle of the restaurant. Four of the 6 glasses smash on the floor leaving a very messy and dangerous scene with lots of broken glass. How do you handle this situation?

Keep going 

More Customer Scenarios

There is a customer in the restaurant that is having a very loud conversation on her phone. She has started to use very inappropriate language and there are children sitting at tables nearby. How would you handle this situation?

Two of the servers are having a disagreement in the kitchen and the customers in the restaurant can hear them and are getting uncomfortable. How would you handle this situation?

There is a table of 10 that is having a very good time but are becoming a little too loud and are disturbing the other customers. What should you say to this table? You don't want to ruin their good time, but they need to respect the other guests. How would you handle this situation?

It is a busy Friday night and one of the servers, Anh, has become sick and must go home. Anh has 4 tables in her section with 3 people at each of the 4 tables. You have 3 other servers working who have 4 tables in each of their sections. Each one of their tables has customers. You also have a hostess, bartender, and a busser who cleans the tables. What would you do to make sure that all of the customers are well taken care of?

Good job! You handled a full day of mishaps and challenges!

Task 2: Schedule the Servers

Background

The restaurant manager is in charge of scheduling shifts for the servers and making sure there is service available to customers for every hour that the restaurant is open.

Server shifts are:

- 1 server from 3:00 pm – 9:00 pm Tuesday to Saturday
- 2 servers from 5:00 pm – 9:00 pm Tuesday to Saturday
- 1 server from 6:00 pm – midnight Tuesday to Saturday

INSTRUCTIONS

1. Using the blank server schedule on the next page and the server notes on the page after, schedule your servers for the following week.
2. If you are able to print the schedule, you can use a pencil to fill it in.
3. If you can't print the schedule, use a piece of paper and a pencil to re-create the schedule.
4. Read all of the server notes to make sure that you are not scheduling someone who can't be there.

To learn about a SAIT program connected to this activity, please visit:

<https://www.sait.ca/programs-and-courses/full-time-studies/diplomas/hospitality-management>

TASK 4 Server Schedule

Hours: 3:00 PM – 11:00 PM

Opening Shift: 3:00 PM to 9:00 PM-1 server / Mid Shift: 5:00 PM–10:00 PM–2 servers / Closing Shift: 6:00 PM to Midnight-1 server

Employee	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	
Manager	Closed	5:00 AM – 3:00 PM	8:00 AM – 2:00 PM	2:00 PM – 8:00 PM	4:00 PM - Midnight	4:00 PM – 10:00 PM	35 hours	
Anh	Closed							
Dianne	Closed							
Sam	Closed							
Fazan	Closed							
Quinn	Closed							
William	Closed							
							TOTAL STAFF HOURS	

Server Notes

<p>This week I can only work Tuesday, Wednesday and Thursday after 3:00 Anh</p>	<p>I have to pick my sister up from school this week so I can't start until after 4:00. Thanks, Fazan</p>
<p>I am afraid that I can only work Thursday, Friday, and Saturday this week – Quinn</p>	<p>I am available every night this week but can only work 4 days due to exams at school. Cheers! Sam</p>
<p>I am available Monday, Friday and Saturday night after 6:00. William</p>	<p>I am available Tuesday & Wednesday after 3:00. Dianne</p>