

**Restaurant Manager, Pizza Al Teatro, Woking**

**About us**

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

**We own, operate or programme some of the world’s most iconic venues**; ATG Entertainment manages 64 venues across Britain, the US and Germany.

**We are the world leader in theatre ticketing**; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

**We present the world’s best live entertainment in our venues**; working alongside the world’s leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

**We produce award-winning shows**; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world’s best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

**Our values**

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

* We are **ambitious** and seek to exceed people’s expectations.
* We are **collaborative** and help each other to reach our goals.
* We are **passionate** about our work, our business, and our industry.
* We are **smart** in our quest for simple, efficient, and innovative solutions.

**Corporate Social Responsibility: our priorities**

* Next Generations: introducing tomorrow’s audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
* Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
* Sustainability: helping reduce our impact on the environment by making our business more sustainable.

**A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement**

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you’d like to discuss accessibility prior to applying, please email [recruitment@theambassadors.com](mailto:recruitment@theambassadors.com) for a confidential discussion.

**The Restaurant Manager Role**

An exciting challenge for a hard-working individual to join the team and assume responsibility for overseeing the Pizza Al Teatro restaurant. As the Restaurant Manager you will work as part of the kitchen team to help develop and deliver our food offering. This includes food for our matinee/evening audiences as well as delivering a menu for our corporate hospitality suite when required.  You will also be responsible for keeping the kitchen to a high level of cleanliness completing all relevant risk paperwork and working collaboratively with our central Food and Beverage, risk and procurement teams.

You’ll report to the Customer Experience Manager and work closely with our box office and cellar teams as well as liaising with the venue general management team.

**Key responsibilities**

Your responsibilities will fall across a number of areas, these include:

* Operation – working as part of a team to create an efficient operation which can meet the demands of our audiences.
* Forecasting and procurement – working with our cellar and customer experience manager maintaining correct stock and prep levels. Providing constructive feedback on suppliers and food.
* Relationships & Development - undertaking relevant training and actively take responsibility for your own personal development.

**Operations**

* Uphold a busy food service environment ensuring we are always prepared for our incoming audience and the next day.
* Lead the team in the execution and accuracy of the restaurant operational standards, procedures and requirements.
* Support the team via great communication and ensuring engagement is a key priority.
* Have guest KPIs at the heart of everything you do and ensure the restaurant performs against its targets.
* Prepare food to the provided specification in preparation for the day or day out audience.
* Maintain a detailed knowledge of the show schedule and the impact on operations e.g., volume of covers, additional performances, private bookings in our corporate hospitality suite.
* To liaise with the team to communicate any issues with equipment or deliveries.
* Contribute to a culture of risk prevention by ensuring all operations relating to the kitchen are carried out in line with all legislative and company procedures and any accidents/incidents are reported in a timely manner.
* Lead in the Duty Management of Shows when required.
* Help to lead the team in creating a strong customer centric culture.
* Work with central departments to ensure a premium offer is available for all customers.

**Forecasting and Procurement**

* Liaise with the box office and cellar teams to forecast food levels for ordering in order to fulfil audience demand.
* Create a schedule of food prep, clean up and assembly that is sustainable to continually deliver to our audience.
* Provide constructive feedback about the quality of products received from suppliers so we can ensure we are providing the best possible product to our audience.
* Ensure we have appropriate supplies for confirmed corporate hospitality bookings and working with the events/F&B team to confirm menu requirements – in collaboration with our cellar team.

**Relationships and Development**

* Establish strong working relationships with other venues and central departments, including the Group Food and Beverage and Risk Teams.
* Build positive relationships with other departments within the theatre, ensuring effective communication.
* Work with the Customer Experience Management Team to ensure you feel confident executing your duties.
* Complete all required training in the required timeframe. We will organise for you to receive training that will aid you in completing your role successfully.
* Proactively participate in Company led training schemes, taking responsibility for your own personal development.

**Everyone’s Responsibility**

Everyone at ATG is expected to play their part in achieving our goals and upholding our core values, by:

* Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
* Playing your part in reducing our environmental impact and finding more sustainable ways of working.
* Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
* Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You will help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

**Your Skills, Qualities, and Experience**

If you can demonstrate many of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role. All relevant training will be provided.

**Desirable Experience:**

* Knowledge and experience of food handling or working in a kitchen environment.
* Experience of stock control or forecasting
* Previous experience in the hospitality industry

**Desirable Training:**

* Food Hygiene Level 2 for Catering or Food Hygiene Level 3
* First Aid Trained

If you have an interest in working in a kitchen environment, please apply. We will provide all necessary training for the right candidate.