

# wagamama

## be you. be a front of house manager

### what do you do in wagamama?

be the benchmark of brilliant wagamama service, be attentive to details and dedicated to quality. committed to creating brilliant customer experiences, motivating and managing the team to deliver the wagamama style of service

### job requirements

- ★ motivates and inspires the team to deliver brilliant customer service during the shift
- ★ always be visible on the floor during the shift to motivate and guide teams
- ★ helps general manager in the restaurant to perform better, by constantly looking for better ways of doing things
- ★ provide feedback to both of house teams on quality of food if not at wagamama standard in a positive way
- ★ regularly trains and assesses team members knowledge of wagamama menu, to ensure good product knowledge
- ★ effectively deals with customer queries in a friendly way and has in-depth knowledge of allergies and able to suggest alternatives to customers with allergies
- ★ remains calm during a busy shift and ensures team members remain focused during the shift
- ★ able to react quickly to customer complaints to ensure issue is resolved before customer leaves the restaurant
- ★ quickly communicates any problems during the shift with fellow managers and general manager
- ★ excellent knowledge of wagamama work safe policies and procedures
- ★ able to react quickly to changes in service and take required action in the restaurant



### interested?

[click here to apply](#) or

send us an email with your cv and your contact details at [wagamama.recruitment@phc.com.cy](mailto:wagamama.recruitment@phc.com.cy)