

Restaurant Manager

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Restaurant Manager, Staff Management, Interpersonal, Communication

Competency/Skill	Candidate with this will display
Restaurant Manager	<ul style="list-style-type: none"> • Strong hospitality skills and knowledge of food and wine • Understands importance of customer service and creating an experience for it's diners • Develops relationships with suppliers and the community
Questions	
	What is the most challenging aspect you find of being a Restaurant Manager?
	How do you minimise wastage?
	Describe your relationship with previous suppliers in the past.
Comments	

Competency/Skill	Candidate with this will display
Staff Management	<ul style="list-style-type: none"> • Demonstrated experience in managing hospitality teams including chefs • Prioritises staff training • Provides positive work environment • Seeks out and listens to feedback from staff for improvements • Competent in rostering • Ability to performance manage or improve performance in lacking areas
Questions	
	Describe a time where you have had to manage someone's performance. How did you approach this?
	What is your approach to staff training and development?
	How do you build a positive culture in your restaurant? Why do you think this is important?
Comments	

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Competency/Skill	Candidate with this will display
Interpersonal Skills	<ul style="list-style-type: none">• Ability to work well with other people from all walks of life• Strong communication skills that enable them to liaise with customers, staff and suppliers• Listens to others before responding
Questions	
	Describe a time where you have handled an angry or dissatisfied customer. Why were they dissatisfied and how did you manage this?
	How do you communicate performance expectations to your employees?
	How do you approach developing relationships with your staff and/or suppliers?
Comments	

Competency/Skill	Candidate with this will display
Business Acumen	<ul style="list-style-type: none">• Has strong business acumen to decide on specials, marketing and deals to run to increase profit• Understands target customers and how to attract them into the venue• Strong commercial mindset to minimise costs and increase profits with resources and supplies
Questions	
	Describe a change or initiative you have implemented in a previous venue that has increased revenue.
	How do you obtain feedback from customers to improve the restaurant's service or food?
	How would you turn around an underperforming venue? Feel free to use previous experience as an example.
Comments	