

## PRE -OPENING GENERAL MANAGER – WATERLOO, LONDON

£55,000 - £60,000 PER ANNUM

We are looking for an experienced General Manager who has a real passion for delivering the highest levels of service for our NEW OPENING.

### WHAT WE CAN OFFER YOU:

- An exceptional role within a fun, fast growing, progressive company with opportunities to grow & develop, as well as to potentially work internationally in the future
- Company pension
- Birthday day off work
- Online training courses available for free (WSET/ Health & Safety etc)
- Close to local Transport (Bus, Tube, Overground)

### WHO WE ARE:

**LABYRINTH** is the newly formed immersive company from the Creative Directors of Les Enfants Terribles, **Oliver Lansley** and **James Seager**, and the internationally renowned producers **Hunter Arnold** and **Gavin Kalin**. Combining the creative experience of all four company directors, **LABYRINTH** will transport audiences to new, but well-known worlds immersing them through in-depth storytelling, beautifully realised environments and exciting possibilities via its theatre productions, restaurants and bars.

**LABYRINTH** will create, develop and produce a stable of imaginative shows with their launchpad permanent venue being **LABYRINTH Waterloo** underneath Waterloo Station, beginning with the opening of **THE ROSARIUM** restaurant in February 2023 and return of Alice's Adventures Underground alongside the **UNDERLAND** bar in March 2023. Much-loved titles will encapsulate the distinctive Les Enfants Terribles' style whilst pushing the immersive genre in totally fresh ground-breaking ways, focusing on engaging audiences deeper into stories than they have ever been before. Visitors will get lost in **LABYRINTH**, with its fantastical worlds, beautiful sets and vivid yet whimsical stories that await to transport.

### WHAT YOU WILL DO:

- Support the team to launch this new Restaurant and Bar concept into the market.
- Support the business in effectively managing all aspects of the restaurant and bar to achieve agreed performance targets.
- Work alongside our Exec chef to develop and deliver a first class immersive experience for our customers.
- Lead, manage and coach the front of house management teams to ensure the operation runs smoothly and all revenue opportunities are maximised
- Ensure all customers receive the highest levels of service from all members of the team
- Ensure the team are fully trained in all aspects of the restaurant and each service runs smoothly
- Lead the front of house team by example; adopting a hands-on, can do approach
- Ensure any customer complaints are handled effectively and professionally and all customers leave with a positive dining experience
- Work with the Exec Chef to ensure food standards are consistently achieved and costs are effectively managed
- Responsibility for the full P&L/budget for a new opening
- Recruitment for all staff

### WHO YOU WILL BE:

- Currently a General Manager with experience of new openings within the hospitality sector and ideally, knowledge of the entertainment/live experience space.
- Have a real passion for delivering the highest levels of service
- Be a creative and collaborative individual looking for your next challenge

- Have a proven track record in developing a team to consistently deliver fantastic service, consistently
- Can motivate a large team and create a strong teamwork ethic
- Have a passion for food and a good understanding of working effectively with senior chefs
- Be a clear and concise communicator with the ability to improve performance
- Can multi-task effectively and prioritise effectively
- Have a good understanding of how to effectively manage payroll and P&L cost lines to deliver an EBITDA result
- Knowledge of Oracle (Micros), Collins and opentable would be advantageous
- Rostering of staff and processing accurate hours for payroll.
- Proficient with IT software including Microsoft Office
- Ability to manage multiple priorities and meet deadlines.
- Strong written and verbal communication skills.
- Excellent IT skills