

## General Manager - Time Out Market Bahrain

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Company: Time Out Group Plc

Location: , , United Arab Emirates

Category: other-general

Role title: General Manager Location: Bahrain Department: Time Out Market Reporting to: CEO, Time Out Market

**Role overview** We love what we do – and it shows! Time Out Market is the division of Time Out Group that brings our food and cultural experiences to life for our guests, readers and clients. Time Out Market Bahrain – the food and cultural market bringing the best of the city together under one roof – is set to open towards the end of 2024 in the heart of Manama. The market will be located on the top floor of the City Centre Bahrain, making it a key food and cultural destination in the region and fulfilling the mall's motto of offering its communities hyper-localised, joyful experiences. The 35,000 sq ft foodie destination will offer 11 kitchens, a dessert counter, a coffee shop, two bars, one exhibition space, one stage, and an al fresco rooftop. Our Market General Manager takes the lead in ensuring that the best of the city under one roof provides each of our guests and team members a memorable experience with each visit.

**Responsibilities of the GM** Develop and implement operating standards, policies, and procedures to be followed by the management team Maintain highest standards of food and beverage quality, guest service, cost control, and consistency in accordance with company's expectations Responsible for hiring, training, management, coaching, counseling, and evaluation of all members of the team Develop skills of the management team in accordance with the succession planning goals set by the company Partner with TOM Commercial Director to continually evaluate and curate Concessions Evaluate all Concession operations and meet with each Vendor on a monthly basis to review their operations and ensure TOM remains the 'soul of the city' Evaluate all relationships with outside partners, contractors, and vendors on a frequent basis Consistently monitor sales

and expenses, approving all purchase orders before they are executed Work closely in the development of the budget; manage P&L and ensure managers' report all variances on a timely basis (minimally, once a month) Ensure timely and accurate completion of all period-end financial statements and reports, and provide controls to ensure proper handling and accounting for all restaurant receipts Manage weekly forecasting of cost expenditures and staffing vs. sales Maintain frequent communication with the Executive Team and ensure they are aware of all major occurrences at the establishment Operate with an open-door policy, listen to and understand requests of the team, respond with appropriate actions, and provide accurate information Interact with all department personnel and restaurant staff as needed Ensure inventory levels are maintained for facilitating proper restaurant operations, enforce strict inventory controls, and participate in monthly inventory reconciliations in conjunction with purchasing and finance teams Ensure that no members of staff are permitted to work if they are not suitably dressed or groomed Monitor guest satisfaction on all levels, including social media platforms Ensure health, safety, and sanitation requirements follow the Department of Health, OSHA, and any city or state agencies rules and laws such as the Department of Buildings and the Fire Department, and ensure all managers are kept abreast of any changes in the law Participate in community events and ensure corporate social responsibility goals of the company are met Work closely with the public relations team on a marketing plan that results in optimum recognition and maximum number of covers for the restaurant Monitor market trends, research consumer markets and competitor's activities to identify opportunities and key issues Oversee marketing and advertising activities to ensure consistency with product line strategy Lead in creating sales goals Accurately forecast staffing needs to ensure optimum customer service Ensures that private events, catering, and banquets are successfully executed Control cash and other receipts by adhering to cash handling procedures Prepare all required paperwork, including forms, reports and schedules Ensure that all equipment is kept clean and in excellent working condition through personal inspection and by following the venues preventative maintenance programs Ensure that all products are received in accordance with the venues receiving policies and procedures Assists and conducts conflict resolution, corrective actions and coaching Oversee and ensure that employee performance appraisals are completed in a timely manner Ensure that talent and technical production are working smoothly; create special mood for the guests Work with Marketing and Event Management to ensure TOM cultural exhibitions and performances are booked and executed to TOM standards Assists

and/ or completes additional tasks as assigned Skills: Ability to work as a team, stay organized, handle various projects at one time, lead others, delegate Ability to provide incentives for staff to go above and beyond the expectations of their roles Ability to communicate effectively and assertively in the English language, both verbally and in writing with staff, clients, and the public Ability to speak to guests fluently regarding the food, beverage, and overall concept Ability to demonstrate and impose upon service staff the ability to service guests with utmost of care, service and excellence, utilizing the highest standards of service techniques Ability to follow-up and make accurate decisions Strong problem-solving skills Ability to maintain a high level of confidentiality Ability to write reports, business correspondence and procedure manuals Ability to demonstrate a positive attitude always Ability to keep an open and objective view Ability to listen empathetically and be respectful always Ability to maintain composure and stay focused Ability to maintain personal integrity Ability to handle a fast-paced, busy, and somewhat stressful environment, and work under pressure and meet deadline

What we look for in a candidate

Time Out is a company filled with individuals as diverse as the cities we live in and cover. At the same time there are common characteristics and values we all share. To join our team, you'll want to...Be commercially astuteEither have experience at or want to dive headfirst into a fast-paced transformative company in pursuit of excellenceThink globallyHave excellent communication and relationship building skillsHave a high sense of ownership, urgency and driveBe a team player

About our culture

At Time Out Group we believe in diversity and equal opportunity for all people. We do not discriminate against external or internal candidates on the basis of age; disability; gender, gender reassignment; race; religion or belief; sexual orientation; marriage and civil partnership; pregnancy and maternity. We believe that diversity develops creativity and enables personal and professional growth where we all learn from each other. We believe in an open culture where ideas are shared candidly and where there is no fear of failure, but rather an understanding that we must experiment and have the freedom to succeed. We believe that everyone has the right to express themselves as they are as this enriches us all. We believe in an open world, social justice, and the pursuit of happiness, after all, we are in the happiness business.

About Time Out Group plc

Time Out Group is a global media and hospitality business that inspires and enables people to explore and enjoy the best of the city.It all began in London in 1968 when Time Out helped people discover the exciting new urban cultures that had started up all over the capital. Since then, this iconic brand has consistently maintained its status as the go-to source of inspiration for

both locals and visitors alike. Time Out Group has been named one of the Most Innovative Companies for 2020 by Fast Company - this prestigious annual list honours the businesses making the most profound impact on both industry and culture, showcasing a variety of ways to thrive in today's fast-changing world. The Group comprises two highly synergistic business divisions: Time Out Media and Time Out Market. Time Out Media's digital and physical media proposition comprises websites, mobile, social media, print and live events. Across these platforms, Time Out distributes its high-quality content – written and curated by local expert journalists – around the best food, drinks, culture, art, music, theatre, travel and entertainment in 328 cities and 58 countries. The Company is monetising this global reach and its strong traffic from a desirable audience via digital and print advertising as well as e-commerce. Since its launch 50 years ago, Time Out has become a global brand that advertisers and consumers love and trust. Time Out Market is a food and cultural market leveraging the Time Out brand to bring the best of the city under one roof: its best chefs, drinks and cultural experiences – based on the editorial curation Time Out has always been known for. The world's first food and cultural market experience based wholly on editorial curation, Time Out Market captures decades of local knowledge, independent reviews and expert opinions. Everything that is being offered in Time Out Market must have been reviewed with four or five stars, and not one star less, by independent Time Out journalists. The first Time Out Market opened in Lisbon in 2014 and is now Portugal's most popular attraction with 4.1 million visitors in 2019. Following this success, four new Time Out Markets opened in North America in 2019 in New York, Boston, Montréal and Chicago, and we recently celebrated the opening of Time Out Market Dubai in April 2021. A further pipeline of other global locations includes Porto, Barcelona, Prague, Abu Dhabi, Cape Town and London. Time Out is a dynamic, pioneering brand and so is our team. We want to work with the best and brightest talent because we work for the world's greatest cities, the people enjoying them and the businesses in them. As a truly global team we get to collaborate with colleagues from New York to Paris, Tokyo and Sydney and beyond. It's our integrity, passion, curiosity, creativity and openness that make us successful and a unique team.

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