



Restaurant Manager - Brussels

Mission Masala brings banging Indian flavors with a modern twist, heartwarming signature curries, typical street snacks, vibrant tandoor inspired BBQ dishes & an Indian take on classic cocktails. We prioritise service and hospitality to make sure that every guest that walks through our doors gets the full Mission experience. Additional to our food trucks and catering, our restaurants are based in Antwerp, Gent and Brussels.

If you thrive in the service industry, love leading in an energetic environment, enjoy engaging and meeting new people with a passion for food and drink, then read on....

Job description

As Restaurant Manager, you are responsible for the day-to-day running of our Gent restaurant and act as the main point of contact for all on-site employees.

You oversee the full operation: front of house, bar, kitchen coordination and guest experience, ensuring the restaurant performs operationally, financially and commercially at the highest level.

You lead by example on the floor while managing the business behind the scenes.

Key Responsibilities

Operations & Service

- Responsible for the daily operations of the restaurant, including floor, bar and service flow
- Coordinate and supervise front of house, kitchen liaison and cleaning teams
- Ensure smooth and efficient service at all times
- Work closely with the kitchen to guarantee timing, quality and communication
- Lead by example in hosting, guest engagement and service execution
- Act as primary point of contact for reservations, troubleshooting, special requests and complaints

Staff Planning & Team Management

- Create and manage staff schedules based on forecasted sales and operational needs
- Optimise labour efficiency while safeguarding service quality
- Monitor overtime, absenteeism and holiday planning
- Approve shift swaps and leave requests

- Ensure correct staffing levels during peak moments and events

Recruitment, Training & Development

- Hire, onboard, train and evaluate restaurant staff
- Conduct performance reviews and coaching sessions
- Develop team skills in service, product knowledge and upselling
- Identify high-potential employees and support growth pathways
- Foster a positive, accountable and performance-driven team culture

Financial Management & KPI Ownership

- Responsible for daily financial administration and cash handling
- Guard and optimise key business KPI's, including:
 - Staff cost %
 - Wastage / food cost
 - Average spend per guest
 - Review scores (Google, TripAdvisor, delivery platforms)
 - Table turn times
- Analyse weekly performance with ownership / operations
- Identify and implement profitability improvements
- Monitor discounts, refunds and voids

Guest Experience & Brand Standards

- Ensure a consistent guest experience aligned with brand values
- Be present on the floor during peak service moments
- Handle VIP guests and special occasions
- Proactively engage with guests to build loyalty
- Safeguard brand standards including atmosphere, music, lighting, uniforms and presentation

Commercial & Sales Performance

- Drive in-house sales and service initiatives
- Maximise covers through smart reservation management
- Encourage upselling of food, beverages and specials
- Support local marketing actions, events and collaborations
- Contribute ideas to grow revenue and visibility

Inventory & Supplier Management

- Manage stock levels and purchase supplies
- Monitor inventory variances and wastage
- Ensure correct ordering based on sales forecasts
- Maintain relationships with approved suppliers

Compliance, Hygiene & Safety

- Monitor and implement health, safety and quality procedures
- Ensure full HACCP compliance at all times
- Conduct internal hygiene and food safety audits
- Guarantee allergen information accuracy
- Prepare the restaurant for inspections

Maintenance & Facilities

- Supervise the maintenance and technical condition of the restaurant
- Report and follow up on repairs and facility issues
- Ensure cleanliness, organisation and operational readiness at all times

Reporting & Communication

- Report weekly to ownership / operations management
- Share performance insights, challenges and opportunities
- Communicate operational updates to the wider group where relevant

Qualifications

- Minimum 5 years' experience in hospitality management
- Proven leadership and team management skills
- Natural host with excellent interpersonal and communication abilities
- Strong organisational skills and eye for detail
- Commercially aware with financial understanding of restaurant KPI's
- Experience with staff planning and cost control
- Familiar with food safety, HACCP and operational compliance
- Proficient in Microsoft Office and restaurant systems
- Flexible and available evenings and weekends

What we offer

- **Fulltime 38h contract with no end date**
- **Salary as PC 302: CAT8 €21,2302/h**
- Leadership role within a growing hospitality group
- Opportunity to grow within a multi-concept organisation
- Dynamic, energetic and food-driven work environment

If this sounds like the environment for you, then please get in touch with your CV and a few words about yourself.
Drop us a mail at: work@missionmasala.be