



ASSISTANT OPERATIONAL MANAGER

JOB DESCRIPTION

You are a hands-on presence on the floor, working closely with our local restaurant teams to ensure the Mission Masala standards are consistently delivered.

You are a key link between our restaurants and management, supporting teams in their day-to-day operations, setting clear expectations, and helping create an environment where both our guests and employees have a great experience.

Working closely with the Operational Manager, you will develop a broad understanding of restaurant operations and gradually take on more responsibility. You will be coached and trained across areas including team management, staff planning and labour costs, commercial performance, operational organisation, problem-solving, and multi-site operations.

As you grow into the role, you will gradually take on more responsibility and ownership, learning to look beyond the daily service and understand what drives the performance of a restaurant. The goal is to develop into a broader operational management role within Mission Masala, combining your passion for hospitality and people with the skills to successfully lead our restaurants and teams.

TASKS

- Motivate and drive the moral of the teams.
- Be present on the floor and rotate locations (min x1 day a week in each restaurant).
- Communicate and implement new seasonal menus.
- Give honest and clear feedback to the teams in the locations. Report back to the management team.
- Organize & (re-)structure operations where needed.
- Maximise the profits and efficiency from service: e.g., gift vouchers, rums, tips, extra drinks and upselling on menu.
- Help cover holidays for fixed key positions of FOH.
- Maintain staff costs within its margins:
Connect with Lotte (HR) for the planning and managers in locations for start-up and shut down efficiency.
- Customer Reviews: weekly touch base with teams.
Analyse the reviews – follow up with the teams on these.
- Train service and bar staff together with Emma:
Ensure every new member is given the same intro training, follow up and give guidance and re-direct into the right way.
- Update all training documents.

- Updating other admin documents from the restaurants like login list/contact list/location manuals...
- Organise staff activities.
- Keep an eye on order, hygiene, maintenance of the building, infrastructure, stocks, ...
If there's anything that the local restaurant manager can't fix, report back to us.
(E.g. Electricity problems, not functioning lights, ...)
- Join us for the startup of new locations to get the new teams up and running.

PROFILE

- Flexible in workdays and hours
- Ready to travel to Gent, Antwerp and Brussels
- In possession of a driver's license
- Eye for details
- Team player that is a hospitality god and good in giving constructive feedback