



General Manager| The Top Hat Bar & Restaurant| The Path Entertainment Group

A collage of posters

AI-generated content may be incorrect.

**Who we are:**

The Path Entertainment Group is a leading force in location-based and live entertainment, dedicated to crafting world-class, immersive experiences powered by some of the world’s most iconic brands.

Our debut attraction, Monopoly Lifesized, launched in London in 2021 and quickly became a global phenomenon, expanding to Riyadh, opening in a US Tour visiting Denver, Colorado in October 2024, and more recently Charlotte, North Carolina. In partnership with Lionsgate, SAW: The Escape Experience followed in 2022, bringing fans into the twisted world of Jigsaw. Most recently, The Paddington Bear™ Experience opened in May 2024, a landmark family attraction located in the heart of London, just steps from Big Ben.

With expertise spanning producing, content development, venue management, design, marketing, and communications, The Path Entertainment Group brings together best-in-class creative and commercial talent under one roof. We are united by a shared ambition: to disrupt the entertainment space with dynamic, IP-driven experiences that captivate audiences worldwide.

Our live stage production division, Showpath, continues to push the boundaries of theatrical storytelling. Current highlights include Monopoly Lifesized (US Tour), and Dungeons & Dragons*:* The Twenty-Sided Tavern, now playing Off-Broadway and set to transfer to the Sydney Opera House before embarking on a major U.S. tour in 2025.

UK made – internationally focused, with major rollout planned for the US and other markets. Our key ingredient is play. We fuse competitive socialising concepts with theatricality and globally recognised brands in major city markets across the globe.

**Job Title:** General Manager – The Top Hat Bar and Restaurant

**Reports to:** Commercial Operations Director (or similar role of seniority)

**Place of Work:** Based within Monopoly Lifesized- Tottenham Court Road

**Salary:** £45,000 per annum (in addition to Tronc apportionment  
 currently averages between £7K - £10K)

**Hours of work:** 42 hours a week, including weekends & evenings – Full-time role

**Additional Hours:** To be agreed in advance including attending meetings, conferences, seminars, overseas travel and events

**Pension:** Company Pension Scheme available

**Overview**

|  |
| --- |
| We are extremely excited to announce that The Path Entertainment Group are looking for an experienced and ambitious Bars and Restaurant General Manager to take charge of the Food and Beverage operations within The Top Hat Bar and Restaurant, located at Monopoly Lifesized. We are looking for someone who considers themselves to be driven and creative with natural business acumen and an entrepreneurial spirit.  This role will have full autonomy to drive F&B sales within the Bar and Restaurant and will lead on marketing and executing new ideas with the venue team.  Top Hat has built a strong foundation with regular corporate events and parties, and we are looking for someone who is keen to grow the business further and reach a new audience. |

**Key Responsibilities:**

|  |
| --- |
| The General Manager will be responsible for:   * **Team Management & Leadership** by motivating and maintaining morale within the F&B team through leading by example and setting incredibly high operating standards by taking the lead on F&B departmental HR.      * **Quality Guest Experience** by ensuring that every single guest has a sensational and memorable F&B experience at The Top Hat Bars & Restaurant * **Effective Operations** by overseeing the management of all daily operations within the F&B department, including, service standards, labor management, stock and orders, compliance, health and safety and hygiene.      * **F&B Finance** by overseeing the full F&B operating P&L in-house financial systems and reconciliations, daily cash-ups and delivery of end-of-week finances and future forecasts to the board of directors. You must drive revenue and growth of the F&B department within the Monopoly Lifesized experience. Additional responsibilities include weekly payroll and tronc reconciliation. * **Marketing** Delivering ideas and formulating campaigns to attract new audiences to Top Hat and driving awareness of the space for future events and opportunities. You will assist in forming partnershipsby establishing/working with local third-party connections and agencies to help increase trade and growth. Working closely with the sales team this role will take a leading position in seeking opportunities for corporate and privet events and utilize the space at all times.      * **Training**  to ensure that the bar management team and their staff are fully trained in product knowledge, especially allergen labelling and safety procedures. They must be trained on both compliance and the guest order of service. You will invest time in staff training above and beyond the normal levels expected within the F&B sector through appraisals and task delegation. * **Developing a Culture of Collaboration** contribute to the continuous improvement of processes and procedures. You will inject fun, positivity and confidence into the F&B department, making it contagious throughout the team. * **Compliance and Safety** ensuring that all data protection requirements are met in accordance with the Group’s policies and procedures and statutory requirements. You will ensure that health and safety requirements are met in accordance with the Group’s policies and procedures and statutory requirements. Working with a third-party food compliance specialist you will ensure that food safety standards are maintained, updated, and implemented across all areas of the F&B areas in compliance law      * **Recruitment** you will help build a slick, hard-working bar team that you will be proud to manage. You will go above and beyond to develop and retain a fantastic team.      * **Stock** by controlling stock levels and keeping stock systems up to date. * **F&B Operating Systems** by leading all updates, programming and taking full ownership if the F&B EPOS, Payment and Reservations systems. |

|  |
| --- |
| **Knowledge, Skills and Experience**    Essential   * A passion for food and beverage with a talent to convert business strategies into exceptional guest experiences. * Proven track record of managing successful in house F&B departments * Experience of opening and launching new F&B concepts * Experience of creating, maintaining and overseeing F&B operational procedures * Experience of liaising with F&B suppliers * Proficient with Microsoft Word, PowerPoint and Excel * Experience of programming/maintaining EPOS & reservation systems * Experience of forecasting and maintaining labour margins * Experience with F&B cash up/finance procedures. * Confident, trouble shooting skills to solve the complex issues that can arise during service * Result focused with the ability to take ownership of tasks * Excellent team leader who can work flexibly to meet business requirements * Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities * Customer focused with excellent verbal communication skills, with the ability to work at all levels within the business and communicate confidently with the CEO and board of directors. * Must have an in-depth knowledge and be confident to implement all accepts of F&B compliance in both the kitchen and bars     Desirable:   * Personal Licence Holder (if not we will arrange this) * First aid trained (if not we will arrange this) * Have hand-on experience of working in a bar or restaurant * Level 3 Food Hygiene Certified |

**Health and Safety:**

* Proactively support the Company’s health and safety agenda.
* Ensure all team members are aware of their Health and Safety responsibilities as required by the company Health and Safety Policy, monitor compliance with procedural requirements.
* To be aware of and comply with safe working practices as laid down under the Health and Safety policy as applicable to your place of work, including awareness of any specific hazards in your Workplace.
* Ensuring the wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory and ensure this is applied across all departments where applicable.
* Report any defects in the building, plant or equipment according to company procedures.
* Ensure that any accidents to team members, customers or visitors are reported immediately in accordance with correct procedures and ensure awareness of these procedures across the company.
* Attend Statutory Fire and any relevant Health and Safety training, be fully conversant with and abide by all rules concerning Fire and Health and Safety. Be vigilant in ensuring this is managed effectively across the operation.
* To be fully conversant with all Risk Assessments for your departments, COSHH Regulations, Fire and Bomb Procedures and ensure team are up to date and proactively manage their responsibilities in these areas.

Equal Opportunities

The Path Entertainment Group is an equal opportunities employer. We are committed to fostering a diverse and inclusive workplace where everyone is treated with respect and given equal opportunities, regardless of age, disability, gender identity, marital status, pregnancy, maternity, race, religion or belief, sex, or sexual orientation.

Confidentiality

Whilst working for the Company there will be access to a wide variety of confidential information

concerning the Company, Customers and Team members. It is vital that all such information remains

confidential and must not be disclosed to anyone outside the Company unless otherwise stated. Please refer to the Handbook for full policy details.

This job description is intended to illustrate the main duties and responsibilities of the job. It is not to

be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature maybe added on a temporary or permanent basis, as appropriate for the expansion of the business.

To apply for this position, please send a cover letter and Job Description to [jobs@pathents.com](mailto:jobs@pathents.com)