



Job Description

Job Title:	Floor Manager
Place of Work:	The Top Hat Bar & Restaurant, Monopoly Lifesized, London
Salary:	£15.60 per hour
Contract type:	Fixed Term Contract 12 th October 2026 – 3 rd Jan 2027
Hours of work:	Minimum 20 hours weekly. Availability Mon - Sun

Overview

The Floor Manager will support the Restaurant Manager in the day-to-day operation of The Top Hat Bar & Restaurant, helping to deliver an exceptional guest experience while maintaining high operational standards across the venue.

Working closely with the Restaurant Manager, you will lead from the front, with a hands-on, charismatic and disciplined approach. The Floor Manager will help to foster a positive and inclusive working culture, supporting the development and training of a dedicated team and ensuring consistently high standards of customer service. As the first point of contact for both customers and the floor team, you will create an environment where everyone feels welcome, safe and looked after, and where the team feels inspired and supported. The Floor Manager ensures smooth operations across the bar, kitchen, floor and FOH, handling any complaints calmly and with a solution-focused approach.

You will support the delivery of the venue's food & beverage operations, alongside the wider venue operations of Game play and retail, helping to maximise commercial performance, spend per head (SPH) and profitability. You will deputise for the Restaurant Manager when required and play a key role in ensuring the venue operates safely, efficiently and in line with company standards.

Key Responsibilities

Leadership and Development

- Support the Restaurant Manager in providing effective leadership and motivation to The Top Hat team,
- To proactively resolve operational issues, escalating where appropriate to the Restaurant manager to ensure the best possible guest experience.
- Support the Restaurant Manager with the day-to-day management of the building, guest experience and Top Hat operations, acting as a key point of contact during operational shifts.

Customer Service

- Support the Restaurant Manager in developing, embedding and maintaining guest service standards, ensuring all guest-facing team members are regularly trained and coached to deliver them consistently.
- Deliver excellent customer service and maximise commercial opportunities.
- Work collaboratively across all departments to share feedback, evaluate operations and implement improvements.
- Encourage guest feedback across all touchpoints and support responses to on-site and online reviews.



Commercial Development

- Support the Restaurant Manager to deliver clear training plans, helping staff develop sales techniques.
- Support the delivery of incentives and sales initiatives, helping to motivate teams and maximise commercial performance.
- Develop knowledge of ticketing and EPOS systems to ensure efficient venue operations.

Floor Operations

- Act as Manager on Duty on a rota basis, taking day-to-day responsibility for all aspects of staff management, public and premises safety and security and all aspects of Health and Safety management.
- Have a strong understanding of our food & beverage offering, alongside any third-party promotions.
- To always act in the best interest of the Company when actioning customer recovery.
- Responding to guest feedback with empathy and generosity.
- Manage bookings via OpenTable to maximise covers and revenue.
- Oversee the operation of the Top Hat Bar & Restaurant, including setup, maintenance, stock management, and ensuring full compliance with licensing and health & safety regulations.
- Ensuring opening & closing checks are completed thoroughly and audited.
- Running regular stock counts for dry goods, crockery and cutlery.
- Ensuring PDQs are used correctly and investigating or escalating discrepancies with the Restaurant Manager.
- Communication closely with the kitchen to ensure smooth and accurate service.

Health and Safety

- Support the Restaurant Manager, Operations Manager and Premises Manager in maintaining Health & Safety, Fire and Risk Management policies.
- Support the Venue Manager in liaising with contractors and ensuring site works are carried out safely and in accordance with company procedures.
- Collate and circulate venue-wide Health & Safety information and documentation.

Knowledge, Skills and Experience

Essential

- Ability to lead teams with clarity, energy and purpose
- Proven track record of managing successful restaurant operations departments
- 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 Senior Leadership Team.
- Experience of creating, maintaining and overseeing F&B operational procedures
- Experience of managing F&B suppliers
- Experience of managing EPOS systems
- Experience with F&B cash up/finance procedures.
- Result focused with the ability to take ownership of tasks



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 CV to jobs@pathents.com