

Restaurant manager

The work

The restaurant manager, whether in a hotel or stand-alone facility, is responsible for the smooth running of the establishment. Duties include supervising and training waitrons, liaising with head chef, monitoring the reservations system and ensuring that the service in the restaurant is professional and efficient. Some restaurant managers are involved with menu planning, marketing and ensuring profitability of the operation.

A restaurant manager often starts his or her career as a waitron, member of the kitchen staff, restaurant supervisor or assistant restaurant manager.

The person

Many restaurant managers have training or experience as chefs or waitrons. Most employers look for candidates with appropriate national qualifications.

Courses and institutions

The following institutions specialise in the delivery of Food and Beverage Management, which is highly recommended for the training or restaurateurs:

Institution
Cape University of Technology (Cape Hotel School)
University of Technology Witwatersrand (Hotel School)
University of Technology Pretoria
Vaal Triangle University of Technology
Durban Institute of technology (DIT)
University of Technology of the North
East Cape University of Technology
University of Technology Northern Gauteng

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
National Certificate in Food and Beverage Service	National Certificate in Food and Beverage Service	4
National Diploma in Food and Beverage Management		5

