

General Manager

Job Ad

Karen's Diner, a retro US-themed diner where rudeness reigns supreme, is on the prowl for an unapologetically bold and wildly experienced GENERAL MANAGER to keep the chaos under control at our flagship London location at Islington.

The General Manager is perfect for someone who's got nerves of steel and the ability to juggle the fun personalities of both customers and staff while maintaining a semblance of order.

Core Duties

As Karen's Diner's General Manager, you will:

- The buck stops with me attitude
- Keep our rowdy customers satisfied and manage in "out of character" mood
- Supervise our fun staff, including front of house and back of house Karens
- Ensure our diners experience the unique blend of rudeness, great food, and fun times
- Be the leader in achieving high standards of our outrageously entertaining establishment
- Lead recruitment, training, and development of staff.
- Ensuring a high standard of customer service and an unforgettable dining experience for our guests.
- Supervising staff schedules, managing shift changes, and resolving any conflicts that may arise.
- Supervise cash handling, end-of-day procedures, and maintaining financial records.
- Ensuring compliance with all health and safety regulations, as well as restaurant policies and procedures.
- Creating a fun, high-energy atmosphere by fostering a team culture of enthusiasm, sass, and camaraderie.
- Developing a great relationship with the Head Chef and kitchen staff to guarantee seamless communication between the front and back of house.
- If you're a born leader with a flair for the dramatic and a love for all things retro, apply now to join the Karen's Diner family as our new General Manager!

Conditions

TBC Shift (45h+/week)

Salary: up to £50K + service charge component

Location: Islington, London

Questions:

Do you speak business level English?

Do you have over 3 years management experience in the restaurant industry and have managed an over 100 seat restaurant yourself?

Do you know both front and back of house operations?

You can legally work in the UK?

Supervisor

Are you an energetic, charismatic individual with a flair for customer service and a natural talent for managing a team with pizzazz? Karen's Diner, the unforgettable retro hotspot where attitude is the name of the game, is seeking a FRONT OF HOUSE SUPERVISOR to keep our service running smoothly and ensure our guests keep coming back for more!

About the Role:

We're on the hunt for an exceptional Front of House Supervisor who can effectively report to the General Manager and oversee our team of servers, bartenders, and hosts/hostesses. Your passion for delivering an unparalleled dining experience and your ability to lead with humor and sass will make you an invaluable addition to the Karen's Diner family. Your responsibilities will include:

- Assisting the General Manager in the recruitment, training, and development of front of house staff.
- Ensuring a high standard of customer service and an unforgettable dining experience for our guests.
- Coordinating staff schedules, managing shift changes, and resolving any conflicts that may arise.
- Overseeing cash handling, end-of-day procedures, and maintaining financial records.
- Ensuring compliance with all health and safety regulations, as well as restaurant policies and procedures.
- Creating a fun, high-energy atmosphere by fostering a team culture of enthusiasm, sass, and camaraderie.
- Collaborating with the Head Chef and kitchen staff to guarantee seamless communication between the front and back of house.
- If you're a born leader with a flair for the dramatic and a love for all things retro, apply now to join the Karen's Diner family as our new Front of House Supervisor!

Questions:

Do you speak fluent English?

Do you have over 1 years management experience in the restaurant industry and have managed an over 100 seat restaurant yourself?

You can legally work in the UK?

Front of House

Are you tired of being polite and catering to customers' every whim? Ready to unleash your inner Karen and have a blast doing it? Look no further! Karen's Diner is on the hunt for the sassiest, most unapologetic individuals to join our team of in-your-face Front of House staff.

Key Qualifications:

- Restaurant experience
- Acting experience a bonus
- Strong personality, ready to stand your ground against the toughest Karens

- Enthusiasm for transforming into the ultimate Karen with no holds barred
- Ability to maintain a high level of rudeness without losing your cool

Perks of Becoming a Karen's Front of House Staff:

- Full theatrical and hospitality training to make you the perfect Karen
- An exciting work environment where you can finally let loose and embrace your inner Karen
- A chance to be part of a unique dining experience that guests can't stop talking about
- Great pay

If you're ready to hang up your polite persona and unleash the Karen within, send us your resume and a short description of your most memorable "Karen moment." Can't wait to hear from you, and remember – the ruder, the better!

Questions:

Have you had a year of restaurant experience?

Have you done any acting before?

Do you speak fluent English?

You can legally work in the UK?

Entertainer

Are you a sass-master with a knack for dishing out insults and make people laugh? Then listen up, because Karen's Diner is looking for some cheeky entertainers to join our sarcastic squad!

At Karen's Diner, we pride ourselves on our retro vibes, mouthwatering grub, and – most importantly – our delightfully rude staff and customers. If you're a wisecracking, attention-grabbing individual with the spirit of a stand-up comedian, we want YOU!



The Role: Karen's Entertainers

As an entertainer, you'll be responsible for holding our unruly patrons' attention with your razor-sharp wit and dry humor. Your dynamic personality will be put to the test as you navigate our sassy restaurant floor alongside our beloved Front of House 'Karens.'

👉 What You'll Need:

- A natural talent for sarcastic banter and witty comebacks
- An outgoing personality that can handle some friendly fire
- Stand-up comedy skills (or a willingness to learn on the job)
- A team-player attitude and a love for rubbing elbows with the Karens on the floor
- If you think you've got the chops to serve up a side of attitude with every meal, then don't wait – apply now to become a Karen's Entertainer and get ready for some good food, strong drinks, and even better company at the rudest diner in town!

P.S. If you're easily offended, this might not be the gig for you.

Questions:

Have you entertained in a professional humorous capacity?

Have you done any acting before?

Do you speak fluent English?

You can legally work in the UK?

Bar Tender

Are you a cocktail connoisseur with a gift for blending delicious drinks and dishing out playful banter? Karen's Diner, the ultimate retro sanctuary where attitude is always in style, is searching for a skilled BARTENDER to shake things up and keep our patrons entertained!

About the Role:

We're looking for a dynamic and creative Bartender with a passion for crafting both classic cocktails and innovative concoctions. Your mixology expertise, combined with your ability to engage customers with your quick wit and charming demeanor, will make you a standout member of the Karen's Diner team. Your responsibilities will include:

- Preparing and serving a wide variety of beverages, including cocktails, beers, and wines.
- Ensuring a high level of customer satisfaction by providing friendly, engaging service.
- Maintaining a clean and well-stocked bar area, adhering to all health and safety guidelines.
- Collaborating with the Front of House Supervisor and other staff to create a lively, memorable atmosphere for our guests.
- Staying up-to-date on the latest trends in mixology and incorporating new ideas into our beverage offerings.
- Managing cash transactions and adhering to responsible alcohol service standards.
- Showcasing your unique flair for sass and humor, making every guest feel welcome and entertained.
- If you're a charismatic mixologist with a talent for spinning tales and stirring up tantalizing drinks, plus would like revenge on years of taking it from customers then you might be our person!

Questions:

Have you over a years bartending experience?

Do you have any other entertainment skills behind the bar or in making people laugh?

Have you done any acting before?

Do you speak fluent English?

You can legally work in the UK?

Head Chef

Do you have a passion for cooking up mouthwatering meals and dishing out witty banter like a pro? If so, Karen's Diner wants YOU to join our team as HEAD CHEF! Our iconic, retro-style diner is the ultimate destination for sass, attitude, and out-of-this-world culinary delights. Get ready to showcase your kitchen skills and flex your snark muscle in a fast-paced, high-energy environment.

About the role:

We are looking for an experienced Head Chef to take the lead in ensuring we provide a first-class customer service and catering experience.

Your duties will include, but are not limited to:

- Support the General Manager in the recruitment, induction and on boarding of any new Kitchen team members.
- Demonstrate your leadership with a hands-on approach and effective communication, engaging and motivating your team through pre-shift briefs.
- Manage stock control and food margins.
- Manage NSF, EHO and Health and Safety audits to a high standard.
- Deliver to spec and brand standards.
- Drive individual high performance through development and regular one to ones.
- Have an eye for detail and thrive in a high volume fast paced environment.
- Show passion for the brand, visible when ensuring your team are knowledgeable and confident.

Essential skills and experience:

- 3-5 years' experience in food preparation.
- 2 plus years' experience in managing staff, in the restaurant industry.
- Experience/knowledge of HACCP procedures.
- Knowledge of food costing and inventory management principles.
- Solid time management, organisation and prioritisation skills.
- Proven ability to effectively build and foster a team.
- Ability to work flexibly and proactively in a fast-paced environment.
- Ability to effectively communicate verbally and in writing with others.

Questions:

Do you have more than 2 years experience running a kitchen and supervising other staff?

Do you have experience in HACCP procedures and running a 5 star rated kitchen?

Do you speak fluent English?

You can legally work in the UK?

Chef

About Karen's Diner:

We are currently seeking an enthusiastic and experienced Chef to join our dynamic team. The successful candidate will share our passion for delivering outstanding culinary experiences to our valued guests.

Key Responsibilities:

- Ensuring consistency and adherence to our high-quality standards
- Prepare and cook dishes to meet customer dietary requirements and preferences

- Collaborate with the restaurant management team to optimize kitchen operations and staff scheduling
- Ensure the kitchen's hygiene and safety standards are maintained at all times
- Manage food inventory, monitor food costs, and minimize wastage
- Train and mentor junior kitchen staff, providing guidance and support as needed
- Work closely with front-of-house staff to ensure excellent customer service and a seamless dining experience

Questions:

Do you have over a year experience in a restaurant?

Do you speak a good level of English?

You can legally work in the UK?

Kitchen Porter

Are you a hardworking, detail-oriented individual with a knack for keeping things clean and organized, all while serving up a healthy dose of attitude? Karen's Diner, the one-of-a-kind retro eatery where sass is always on the menu, is looking for a KITCHEN PORTER to join our spirited team!

About the Role:

We're in search of a reliable and efficient Kitchen Porter who can ensure our culinary workspace remains spotless and well-maintained. Your sense of humor and ability to roll with the punches in our lively atmosphere will make you the perfect addition to our crew. Your responsibilities will include:

- Maintaining a clean and organized kitchen environment, including washing dishes, utensils, and cookware.
- Assisting with food prep tasks as needed.
- Ensuring the proper disposal of waste and recycling materials.
- Adhering to health and safety guidelines and maintaining a high standard of cleanliness.
- Working closely with the Head Chef and other kitchen staff to ensure smooth day-to-day operations.
- Contributing to the overall lively atmosphere with your own unique blend of sass and humor.
- If you're ready to put your skills to work in a fun, fast-paced environment where attitude is always welcome, apply now to join the Karen's Diner family as our next Kitchen Porter!

Questions:

Do you speak fluent English?

You can legally work in the UK?