

## Restaurant General Manager Job Description

### Classification

Nonexempt- Hourly

### Date

04/01/2018

### Summary/Objective

The Restaurant General Manager (RGM) has overall responsibility for the operations and profitability of their restaurant while creating a culture that provides every customer with a positive experience in a clean and friendly environment. The Restaurant General Manager reports to the District Manager for the area.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ensures that each guest receives outstanding service by providing a friendly environment, maintain company standards and all other components of guest service.
- Controls labor by adequately staffing the restaurant; scheduling labor, taking into account projected sales and promotions and monitoring hourly and half-hourly sales to reduce labor if sales are below projections.
- Controls food cost by ordering the proper amount to minimize store inventory while ensuring adequate reserves, training to reduce waste, and over-portioning.
- Responsible for recruiting, selecting, hiring, and retaining talent through effective interviewing and job skill and shift matching for the positions within the restaurant.
- Ensures the maintenance, cleanliness, and sanitary conditions of the restaurant.
- Directs efficient and accurate preparation and sale of products to maximize the guest experience.
- Ensures preventive maintenance of restaurant facility and equipment is completed in accordance with company standards.
- Responsible for all office tasks, including management of restaurant funds, receiving, inventory, food orders, and scheduling labor.
- Motivates and directs team members to exceed customer expectations with fast and friendly service in clean surroundings.
- Provides coaching, direction, praise, and feedback to Team Members, Shift Managers, and Assistant Managers.
- Accountable for maintaining inventory accuracy by ensuring that invoices, transfers, and waste are entered, and accurate nightly inventory counts are completed and verified.
- Assumes full responsibility for restaurant profit and loss by implementing various strategies and following cash control and security procedures.
- Responsible for worker's compensation and guest injury procedures and company policy.
- Maintains inventory, manages labor, and applies financial reporting analysis to enhance restaurant results.
- Accountable for restaurant compliance with applicable laws, regulations, policies, and procedures relating to all restaurant activities and employee relations.
- Ensures prompt and regular attendance for assigned shifts, meetings and training.
- Initiates changes at the restaurant level to maximize company goals and objectives.
- Ensures compliance with all policies and procedures through daily restaurant management, staff meetings, restaurant walk-throughs, observations, and applicable audits.
- Responsible for all employee relations issues within the restaurant including applicable disciplinary actions as deemed necessary and appropriate.

## **Qualifications and Competencies**

- Must be at least (18) years of age.
- High school diploma or equivalent. Experience may be substituted for education on a year to year basis.
- At least (2) years in a supervisory role, with (1) year specific to the quick service food industry.
- Must display ethical conduct and decision-making abilities.
- Proficient managing employees and staff performance.
- Possesses leadership skills and is able to effectively lead multi-shift teams.
- Demonstrates a formal, comprehensive understanding of the quick service industry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Technical aptitude to utilize company systems, POS Systems, email and Microsoft programs.
- Excellent organizational, and time management skills.
- Ability to prioritize and organize own and others' work and time to meet deadlines and objectives.
- Ability to effectively communicate, develop and maintain professional relationships with co-workers, vendors, and guests.
- Able to demonstrate English language proficiency that enables speech expression clarity and proficient reading and verbal comprehension of the language.
- Advanced written and documentation skills.
- Ability to travel to the headquarters office and other restaurant locations.
- Available to work various shift which may include evenings, weekends and holidays.
- Must be ServSafe Certified.
- Required to possess a valid unexpired state issued Health Card.
- Must be authorized to work in the United States without sponsorship from an employer.

## **Supervisory Responsibility**

This position has direct supervisory responsibilities and oversees the operations of the entire restaurant.

## **Position Type/Expected Hours of Work**

This is a full-time non-exempt position, and hours of work and days vary on a continual basis. This position regularly requires long hours or varied shifts (day, swing or night) and frequent weekend work.

## **Work Environment**

This job operates in a fast-food restaurant environment, as such, the noise level in the work environment varies. When in the kitchen or the dining area, the noise level may increase to loud. Conditions in the restaurant may be slippery. Employees may be subject to extreme cold or hot surroundings frequently. Workers usually must withstand the pressure and strain of working in close quarters, standing for hours at a time, lifting heavy items, and working near hot equipment, broilers and ovens. Working at heights may be required.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, and crouching all day. The employee must frequently lift and/or move items not to exceed 40 pounds, and use hands to finger, handle, or feel objects, tools or controls. The employee is frequently required to reach with hands and arms, and to sit, climb or maintain balance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.