



Restaurant General Manager

Reports to: Director of Food and Beverage

Selection: Application and interview. Process includes but is not limited to: Education, Oral Interview, Past Job Performance, Background Check, and Availability.

Nature of work

- Manages human resources by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieves restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
- Meets restaurant financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Establishes and recognizes trends within the food and beverage industries. Develops, creates and plans food and beverage menus that are creative, visually pleasing and on trend. Insure the menus have a high level of perceived value and quality.
- Conforms to the regulations of the Alcoholic Beverage Control Board, Department of Labor, and Fire and Safety Code.
- Maximizes profitability through effective cost controls, transaction accuracy and effective ensuring portion control; monitoring accuracy of charges.
- Publicizes the restaurant by designing and placing advertisements; inviting food editors to review the restaurant; contacting local, regional, and national magazines with feature ideas; encouraging local businesses to hold social events at the restaurant.
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complying with legal regulations; securing revenues; developing and implementing disaster plans; maintaining security and sprinkler systems; maintaining parking lot and walkways.
- Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.



Restaurant Manager Skills and Qualifications:

The ideal candidate will have the ability to plan, lead, educate, direct and motivate a group of employees to create a premiere culinary experience for our guests that is entertaining, creative and fun. The candidate that can do this while maintaining a high level of perceived value for the guests and meet the financial goals of the organization while fostering a positive and engaging work experience for the employees will be ideal.

Qualifications

- Leadership skills that demonstrate the ability to train, motivate, and direct skilled and unskilled labor to produce quality events.
- Communication skills that demonstrate the ability to interact positively with clients, employees, and vendors in all situations.
- Verifiable education and experience that demonstrates the ability to write, use basic computer programs, interpret documents, evaluate financial information, and organize one self and others.
- The ability to coach, council, and motivate a staff of employees to produce the high quality work without constant supervision.
- Knowledge of Madison County Health Department rules and regulations as demonstrated by the attainment of a Serve Safe Manager's certification within 90 days of employment.
- Knowledge of Alabama Beverage Control rules and regulations as demonstrated by the attainment of a Responsible Vendor Training certificate within 90 days of employment.
- Knowledge of basic accounting principles including menu costing, labor controls, event costing, event forecasting, price negotiation, and cash reconciliation.
- Must have a valid driver's license.
- Effective and successful experience managing full service restaurant.
- Back office knowledge and experience configuring, managing and training staff in regards to a computer based point of sale system.
- Knowledge of best practices related to safe business environments for guest and employees.

Duties and Responsibilities

- Ensure the business and employees are prepared for customers in an efficient and timely manner.
- Ensure staff is well trained and knowledgeable through establishing formal, informal and continuing education processes.
- Ensures the restaurant is maintained at the highest standards of cleanliness, organization and appearance.



- Ensures that guests experience is of the highest quality, in an engaging environment, serviced by an efficient, knowledgeable, pleasant and energized staff.
- Projects, plans, and critiques labor costs, food costs, and business expenses to meet the goals of the organization for financial returns, service and quality.
- Interacts comfortably with guests and VBC staff, using good judgment and tact.
- Ensure reports are complete, accurate, and submitted in a timely manner.
- Ensures employees are hired, trained, coached, and disciplined using industry best practices.
- Maintains an adequate pool of qualified employees to service expected business volumes.
- Keeps adequate but not excessive product inventories to handle expected business.
- Insures invoices, employee payroll, receipts, and cash deposits are accurately and timely processed.
- Seeks opportunities to engage with the community, other business, and VBC entities.
- Ensures that required staff is Serve Safe Certified and that health inspection scores are 95 or higher.
- Ensures all service staff is certified and Responsible Vendor trained serve alcohol and that staff is trained and knowledgeable in regards to service, product knowledge and preparation.
- Completes regular audits and review of inventory, cash, and procedures.
- Completes other duties as assigned.