(Insert Company Logo)

## Job description

## TITLE: ASSISTANT MANAGER

**FLSA STATUS:** EXEMPT

POSITION SUMMARY: Lead and develop people to execute outstanding product quality and customer service, build sales, and control costs for each shift. The Assistant Manager must follow standard operating policies and procedures.

KEY RESPONSIBILITIES:

* Train, coach, and develop crew members and team leaders
* Delegate tasks to team and provide follow-up
* Hold team accountable for their performance; provide coaching and counseling as needed
* Provide effective, open, and consistent communication on goals during team meetings while recognizing positive contributions
* Educate team on and enforce all appropriate personnel policies, labor laws, and security and safety procedures
* Contribute to the hiring of crew members
* Ensure team provides fast, friendly, and accurate service
* Contribute to crew members and team leaders performance reviews
* Effectively handle customer issues; continuously improve mystery shopper scores
* Measure customer satisfaction and execute plan to improve both satisfaction and loyalty
* Ensure product quality, restaurant cleanliness, maintenance and security standards are met
* Assist with increasing comparable sales and deliver budgeted sales each period
* Control cost of goods, variances and inventories within the restaurant
* Staff and schedule appropriately to control labor costs
* Ensure proper cash handling and deposit procedures are followed
* Ensure appropriate inventory and ordering systems are in place

**QUALIFICATIONS/SKILLS:**

* Excellent communication skills to connect effectively with customers and co-workers
* Possess a positive attitude and ethics which support our values and culture
* Ability to manage a fast-paced, high-volume, clean, customer-focused restaurant
* Ability to understand financial reports
* Strong time-management skills; ability to multi-task, prioritize, and organize
* Ability to stand/walk for approximately 8-10 hours per day
* Available approximately 50 hours per week; able to work flexible hours necessary to manage and operate the restaurant effectively, including weekends and closing shifts as needed
* Excellent leadership and organizational skills with attention to detail
* Proven track record of exceptional customer service

# EDUCATION AND/OR EXPERIENCE:

* High school diploma; college degree preferred
* Minimum of 2 years restaurant management experience