(Insert Company Logo)

## Job description

## TITLE: GENERAL MANAGER

**FLSA STATUS:** EXEMPT

POSITION SUMMARY: Set and achieve the highest standard in all areas of restaurant management including the employee experience, the customer experience, and financial results. The General Manager will oversee training and development of restaurant employees and effectively address the needs of the customer, the assistant manager, and other employees. He/she assumes complete responsibility for the restaurant and ensures all employees are performing their job responsibilities and are meeting company expectations.

KEY RESPONSIBILITIES:

* Identify, interview, and hire great crew members that represent our core values and culture
* Properly train and develop crew and hourly managers
* Foster an environment of teamwork
* Delegate tasks to team and provide follow-up/feedback
* Hold team accountable for their performance; provide coaching and counseling as needed
* Provide effective and open communication on goals during team meetings; recognize positive contributions.
* Provide timely and thorough performance appraisals and effective development plans based on defined goals and objectives for the store
* Educate team on and enforce all appropriate personnel policies, labor laws, and security and safety procedures
* Administer payroll procedures and ensure employees are paid accurately and on a timely basis
* Ensure team provides fast, friendly, and accurate service
* Effectively handle customer issues; continuously improve mystery shopper scores
* Measure customer satisfaction and execute plan to improve both satisfaction and loyalty
* Ensure product quality, store cleanliness, maintenance, and security standards are met
* Increase comparable sales and deliver budgeted sales each period
* Control cost of goods, variances, and inventories within the store
* Prepare profit and loss statements
* Create employee schedules that maintain financial responsibility and ensure an exceptional customer experience
* 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 the ethics and positive attitude that support our values and culture
* Ability to manage a fast-paced, high-volume, clean, customer-focused restaurant
* Ability to use a PC
* Ability to understand financial reports
* Strong time-management skills and ability to multi-task, prioritize, and organize
* Ability to stand/walk for 8-10 hours per day
* Available 50 hours per week; able to work flexible hours as necessary to manage and operate the restaurant effectively, including weekends and closing shifts as needed

# EDUCATION AND/OR EXPERIENCE:

* A.A. or B.A./B.S. in a related field
* Minimum of two years of experience as a restaurant General Manager