

RESTAURANT MANAGER



POSITION SUMMARY

THE RESTAURANT MANAGER IS RESPONSIBLE FOR OVERSEEING THE RUNNING EFFICIENCY AND PROFITABILITY OF THE RESTAURANT AS A WHOLE. AS WELL AS, MAINTENANCE OF INTERNAL CULTURE/EMPLOYEE MANAGEMENT, PUBLIC ATMOSPHERE/CUSTOMER SERVICE, AND BRAND CONSISTENCY.

RESPONSIBILITIES

- ENSURE COMPLIANCE WITH SANITATION AND SAFETY REGULATIONS.
- COORDINATE DAILY FRONT OF HOUSE AND BACK OF HOUSE RESTAURANT OPERATIONS.
- DELIVER SUPERIOR SERVICE AND MAXIMIZE CUSTOMER SATISFACTION.
- RESPOND EFFICIENTLY AND ACCURATELY TO CUSTOMER COMPLAINTS.
- INVENTORY CONTROL: COUNTS, ORDERS, RECEIVING, AND MAINTENANCE.
- SCHEDULING, ORGANIZING, AND SUPERVISING SHIFTS.
- REGULARLY REVIEW STAFF PERFORMANCE AND PROVIDE FEEDBACK TO IMPROVE PRODUCTIVITY
- REGULARLY REVIEW PRODUCT QUALITY AND PROVIDE FEEDBACK TO IMPROVE.
- ESTIMATE FUTURE NEEDS FOR GOODS, EQUIPMENT, SUPPLIES/CLEANING PRODUCTS (FOH/BOH)
- MANAGE THE RESTAURANT'S POSITIVE IMAGE/ATMOSPHERE AND SUGGEST WAYS TO IMPROVE IT.
- CONTROL OPERATIONAL COSTS AND IDENTIFY MEASURES TO CUT WASTE.
- ASSIST IN CREATING A DETAILED BUDGET ON WEEKLY, MONTHLY, AND ANNUAL BASIS.
- ASSIST IN CREATING DETAILED REPORTS ON WEEKLY, MONTHLY AND ANNUAL REVENUES AND EXPENSES.
- PROMOTE BRAND IN THE LOCAL COMMUNITY THROUGH WORD-OF-MOUTH AND RESTAURANT EVENTS.
- RECOMMEND WAYS TO REACH A BROADER AUDIENCE (E.G. DISCOUNTS AND SOCIAL MEDIA ADS)
- TRAINING OF NEW AND CURRENT EMPLOYEES ON PROPER PROCEDURES.
- IMPLEMENT POLICIES AND PROTOCOLS THAT WILL MAINTAIN POSITIVE FUTURE RESTAURANT OPERATIONS.
- OTHER DUTIES AS ASSIGNED.

KNOWLEDGE

- DEMONSTRATED COOKING SKILLS BOTH FORMAL AND INFORMAL DINING
- EXCELLENT TIME MANAGEMENT SKILLS
- ABLE TO WORK UNDER PRESSURE AND MAINTAIN KITCHEN REQUIREMENTS
- EXCELLENT CUSTOMER SERVICE SKILLS
- STRONG VERBAL COMMUNICATION SKILLS
- STRONG LEADERSHIP, MOTIVATIONAL AND PEOPLE SKILLS
- ABLE TO USE ALL APPLICABLE TOOLS SUCH AS POS SYSTEM, DEBIT MACHINES, ETC.

REQUIREMENTS

- PROVEN WORK EXPERIENCE AS A RESTAURANT MANAGER, RESTAURANT GENERAL MANAGER, HOSPITALITY MANAGER OR SIMILAR ROLE
- BSC DEGREE IN BUSINESS ADMINISTRATION; HOSPITALITY MANAGEMENT OR CULINARY SCHOOLING IS A PLUS
- PROVEN CUSTOMER SERVICE EXPERIENCE AS A MANAGER
- ACUTE FINANCIAL MANAGEMENT SKILLS
- VALID DRIVER'S LICENSE (CLASS 5) AND ACCESS TO A VEHICLE



GOT WHAT IT TAKES?!

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