



## **RESTAURANT GENERAL MANAGER**

**SUMMARY:** Manages and directs restaurant operations and activities to ensure effective and profitable operation and growth. Maintain high standards of food, service, health and safety, ensure the efficient and profitability business performance of the restaurant and the optimal utilization of staff and resources.

### **DUTIES AND RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Controls the sales and profitability of the restaurant.
- Establishes and monitors standards for restaurant including but not limited to personnel administration and performance and service to patrons.
- Establishes and maintains effective revenue management techniques to maximize restaurant revenues; reviews and analyzes financial statements.
- Develops, implements, and monitors restaurant budget; oversees all accounting functions.
- Assess staffing requirements and recruit staff when needed.
- Manage staff performance in accordance with established standards and procedures.
- Ensure staff has a clear understanding of established codes of practice.
- Organize and monitor staff schedules.
- Assists with coordination and staffing on on-property special meal events.
- Monitors overall condition of restaurant, public areas, and outside grounds; ensures that deficiencies are rectified.
- Maintains visibility and accessibility to patrons, staff, and vendors; maintains effective communication with all staff to ensure restaurant is performing at established standards.
- Ensures that patrons' needs are fulfilled and their dining experience is as pleasurable as possible; responds to guest feedback, including complaints/problems.
- Establishes par levels for supplies and equipment; monitors and maintains proper inventory levels; authorizes purchase orders for supplies and equipment.
- Arrange maintenance and repairs or replace of equipment and services.
- Maintains food and beverage history including but not limited to sales mix and history, actual/potential costs, bar stock, and production time.
- Possesses and maintains thorough understanding of industry and stays abreast of industry trends; communicates/incorporates information to assure restaurant remains current.
- Ensures all food and beverage operations are in compliance with all legislated health and licensing guidelines; ensures adherence to all health and safety regulations and procedures.
- Possesses and maintains thorough knowledge of all beverage selections available and characteristics/description of every wine/champagne on the wine list and by the glass; all

menu items, preparation method/time, ingredients, sauces, portion sizes, presentation, and prices.

- Prepares accurate and timely reports as required.
- Interfaces with executive chef to plan menus and pricing, review daily specials and 86'd items, and develop menu preparation and implementation.
- Assists staff with job functions as needed to ensure optimum service to all guests.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by your manager.

#### **SUPERVISORY RESPONSIBILITIES:**

- Hires, trains, supervises, motivates, and develops restaurant staff; manages schedules and workflow.
- Provides day-to-day guidance and oversight of subordinates; actively works to promote and recognize performance.
- Keeps up to date on overall activities of the team, identifying problem areas and taking corrective actions.
- Provides timely performance evaluations and makes recommendations for pay increases.
- Monitors, updates, and controls timekeeping function for all staff.
- Approve timesheets and process payroll.

#### **QUALIFICATIONS:**

- Two to four years related experience or equivalent.
- Demonstrated proficiency in supervising and motivating subordinates.
- Commitment to excellence and high standards.
- Knowledge of basic accounting principles.
- Knowledge of planning and forecasting.
- Excellent written and oral communication skills.
- Basic competence in subordinates' duties and tasks.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Proficient on point of sales systems, Word and Excel.
- Excellent customer service skills.
- Proven leadership and business acumen skills.
- Proven ability to handle multiple projects and meet deadlines.
- Strong interpersonal skills.
- Good judgement with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Passion, enthusiasm, focus, creativity, and a positive outlook.
- Bilingual skills a plus.
- Professional appearance and demeanor.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 50 lbs.
- Must be able to stand and walk for long periods of time.

**LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

**CERTIFICATES & LICENSES:**

- Food Handler Certificate
- TIPs certification
- Valid California Driver License is required.