

JOB DESCRIPTION

Job Title: GENERAL MANAGER
Department: Operations
Job Reports To: Director of Operations



Exempt Non-Exempt

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirement for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the Company.

Basic Function: The General Manager is responsible for attaining the financial and business objectives of the company/region while maintaining the highest level of results in people, profitability, quality of ops and sales. This position requires consistent demonstration of leadership, ability to implement empowerment in entire team, and education of team on achieving overall results of the company and restaurant. Requires a strong attention to detail.

Principle Duties:

- Educates team members on all aspects of the business and how to achieve results based on restaurant goals
- Builds units top line sales and maximizes P&L controllables
- Implements and monitors effectiveness of company programs
- Maintains company standards of safety and sanitation
- The Director/Standard Bearer of company culture, leading the entire team forward on FC vision
- Creates sense of ownership in team
- Institutes and monitors repair and maintenance program for all equipment
- Conducts salary and performance reviews for all management and ensures completion of hourly team member reviews
- Responsible for forecasting monthly unit budgets in conjunction with the Director of Operations and corporate staff
- Responsible for ensuring excellent guest relations and satisfaction
- Ensures store cash control systems are implemented and maintained
- Verifies correct procedures are conducted in ordering, receiving and storage of all restaurant goods
- Develops sales plans and strategies
- Delivers consistent profitability while ensuring delivery of a quality product and service

Position Specifications:

1. Educational or Experience Requirements:
 - Proven track record of ability to achieve results in all areas of business
 - Minimum of two years management experience preferred
 - Prefer a strong and diverse background in culinary arts, restaurant management, or other related field
2. Essential Mental Requirements:
 - Must demonstrate leadership capabilities at all times
 - Must be able to maintain rapport and demonstrate effective communication skills with Director of Operations, Management Team and Subordinates
 - Must be able to achieve results in a fast-paced work environment
 - Must be innovative and willing to take initiative
 - Must present a professional image to team members and guests
 - Must have the ability to strategize, plan and organize
3. Essential Physical Requirements:
 - Must be able to lift 50 pounds
 - Able to remain standing for long periods of time.