

## POSITION TITLE

### RESTAURANT GENERAL MANAGER

- Position:** Restaurant General Manager (RGM)
- Reporting Relationship:** This position reports directly to the Multi Unit Manager (MUM) in markets with this position. In markets with no (MUM), the RGM reports directly to the V.P.
- Summary:** This position encompasses responsibility for managing the operations of a specific restaurant including the development and growth of people, sales and profits. The incumbent manages the restaurant in accordance with established company standards, policies and procedures; Optimizes profits by controlling food, beverage and labour costs; Increases sales by ensuring guest satisfaction and prompt problem resolution; Staffs, trains and develops restaurant managers and hourly employees through orientations, ongoing feedback, establishment or performance expectations and by conducting performance reviews.

#### **Duties and Responsibilities**

- Works with the MUM and/or V.P. to control all profit and loss centers, including food, beverage, supply, utility and labour costs in order to meet or exceed budget expectations.
- Prepares and follows-up on store action plans to meet Sales and specific projections.
- Oversees and manages all areas of the restaurant and makes final decisions on matter of importance.
- Ensures restaurant's control procedures are in place in the areas of cash handling and restaurant and product security.

- Ensures that all employee and management candidates are interviewed and hired through the Company's Selection Process. Maintains an accurate and up-to-date manpower plan of restaurant staffing needs. Prepares management schedules and ensures that the restaurant is staffed for all shifts. Oversees orientation and training of all management and hourly employees. Ensures responsibilities and goals of managers and managers in training are adhered to. Communicates goals and plans to management and employees.
- Ensures development of management through weekly management meetings, weekly one-on-ones, bi-annual performance reviews, delegation of various responsibilities and projects within the restaurant.
- Ensures development of hourly employees through reality vs. expectations meetings, IST meetings, quality circles, all store meetings and sales meetings.
- Ensures guest service in all areas meets restaurant's standards, by responds to guest service complaints either in person or over the phone, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Manages shifts, which include: daily decision making, staff support, scheduling, planning while upholding standards, product quality and cleanliness. Manages staffing throughout shift, including deciding when employees can check out for the day. Provides employees with positive and negative feedback and takes appropriate action.
- Oversees implementation of local store marketing and national marketing promotions to increase sales.
- Responsible for ensuring that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.

#### **Accountabilities**

- Keeps immediate supervisor promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
- Creates a positive working environment.
- Performs all position responsibilities and performance objectives in a timely and effective manner in accordance with established company policies and procedures.
- Maintains a favourable working relationship with all company employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.

- Performs other duties and responsibilities as required or requested.

### **Knowledge and Skills Required**

- University or college degree beneficial
- Minimum of two (2) years experience as a Restaurant Administrator or Executive Officer.
- Knowledge of NCR or Micros computers to fulfill management functions.
- Competence in the following dimensions of management methods: HR Planning, Staffing and Performance Management; Tough-mindedness, Teambuilding, Communication, Drive and Energy, Open Mindedness, Organizational Planning, Quality of Operations, Accountability.
- Must be knowledgeable in purchasing and production.

### **Judgment Required**

Must be able to coordinate multiple tasks, such as food, beverage and labour cost while maintaining required standards of operation in daily restaurant activities. Must be able to determine applicability of experience and qualifications of job applicant. Must consistently supervise and oversee restaurant activities. Must continually make sound business decisions using a sound business mind.

### **Influence of Costs and Sales**

Adherence to company standards and service levels. Increases sales and minimizes costs. Oversees restaurant with annual sales of \$2 – 6+ million. Manages productivity and controls overtime to reduce potential labour problems. Incorporates salesmanship into service training to optimize up sell capabilities. Ensures proper product use and food quality minimizes potential food waste, optimizing food cost. Ensures proper beverage quality reduces beverage cost, optimizing beverage sales. Ensures stability of control systems reduces unaccountable disappearance of products. Enforcement of continual repair and maintenance and restaurant cleanliness potentially reduces insurance costs.

### **Qualification Standards**

- Capable of performing all hourly functions and meeting qualification standards for all hourly positions.
- Able to communicate clearly and respond promptly to needs of guests and employees and consistently handle disciplinary actions.
- Able to maintain a calm demeanor in a fast paced, high intensity environment. Able to calmly and effectively purchase products.
- Able to successfully resolve guest complaints and employee relations difficulties.
- Neatly dressed, well-groomed and proper management attire.