

The Great American Bistro Position Description Assistant Restaurant Manager

REPORT TO: Owner(s)	EXEMPT: <u>Exempt</u>
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SUMMARY

Restaurant Assistant Manager responsibilities include ordering kitchen utensils and equipment based on our needs, managing contracts and payroll, and supervising restaurant staff performance. To be successful in this role, you should be familiar with restaurant operations and have a good understanding of what makes for great customer service. You should also be available to work within opening hours, including weekends and holidays.

Ultimately, you will help minimize operating costs, boost employee retention and deliver a positive dining experience for our guests.

DUTIES AND RESPONSIBILITIES

- Supervise efficient working of departments and assigned shift, administer pre-meal meeting and rectify all service of staff.
- Administer training program, prepare schedules and handle inventory effectively.
- Monitor and manage guest complaints, ensure satisfaction and administer efficient follow up for same to receive feedback.
- Maintain and ensure compliance to established food quality and standards.
- Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Responsible for ensuring consistent high quality of food preparation and service.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Estimate food and beverage costs.
- Supervise portion control and quantities of preparation to minimize waste.
- Estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies.
- Manage workload and ensure effective working of restaurant activities and maintain excellent standards to meet operational expectations.
- Train and instruct employees to ensure smooth transition in company.
- Coordinate with General Manager for everyday operation and maintain financial and administrative records.
- Ensure compliance with prescribed standards and local state and federal laws in labor costs, and guest relations.
- Evaluate performance and recommend salary increase, incentives for all.
- Maintain personnel records, schedules and reports for all employees.

- Develop special, promotional and merchandising plans, advertising materials and ensure adherence to local and company standards.
- Assist employee teams to provide excellent customer service.
- Maintain proper sanitation, hygiene standards in kitchen and maintain effective store presentation.
- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.

QUALIFICATIONS

- College degree is preferred. Bachelor of Science degree in hotel/restaurant management is desirable. A combination of practical experience and education will be considered as an alternative.
- Proficient with MS Word, Excel, and apps used by the GAB. Knowledge of computers a plus.
- Proficient in the following dimensions of restaurant functions: food planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, recordkeeping, and preparation of reports.
- Must possess a valid driver's license.
- Availability to work evenings and weekends, including holidays.
- Must be eligible to work in the United States.
- Must agree to background and credit check.
- Bilingual preferred.

WORKING CONDITIONS

This job operates in a restaurant environment. Work with hot, cold, and hazardous equipment as well as operate phones, computers, fax machines, copiers, and other office equipment.

PHYSICAL REQUIREMENTS

Hours may vary if manager must fill in for his/her employees or if emergencies arise. Ability to perform all functions at the restaurant level, including delivery when needed. Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 50 pounds, and repetitive hand and wrist motion. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

DIRECT REPORTS

This position has supervisory responsibilities.

HR Authorization Signature:
Manager Authorization Signature:

DISCLAIMER

The disclaimer indicates that The Great American Bistro job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. In addition, a statement is included regarding nonessential functions of the job, such as “May be required to perform other related duties as assigned.”