

The Great American Bistro Position Description General Manager

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

The general manager directs restaurant operations through a team of managers and front-line supervisors. The position ensures increasing levels of customer and employee satisfaction while improving the efficiency of operations. 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

- Manages policy deployment in the areas of restaurant, quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls and employee performance measures.
- Provides leadership for employee relations through effective communications, coaching, training and development.
- Provides leadership for problem resolution to facilitate faster improvements and improved working relationships.
- Ensures compliance with company standards for cost control, waste reduction, quality, safety, and complete and on-time delivery.
- Determines operations head count needs and ensures compliance with company policies.
- Ensures compliance with company needs for capital investments and improvement projects.
- Manages compliance with state and federal regulations.
- Maintains ultimate responsibility for 20-plus employees across two shifts; day and night.
- This position regularly requires long hours and frequent weekend work.
- Performs other related duties as assigned.

QUALIFICATIONS

- Bachelor's degree and 7 years of experience, preferred.
- Problem Solving/Analysis.
- Leadership.
- Teamwork Orientation.
- Project Management.

- Good communication skills. Must be able to appropriately interact with customers, staff and owners.
- Performance Management.
- 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. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This job requires the employee to lift at least 50 pounds infrequently.

DIRECT REPORTS

This position manages all employees of the restaurant and is responsible for leadership of the employees.

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.”