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Job Description- General Manager

Responsible To: The Managing Director , Operations, HR and Compliance Team

Purpose of the Job: Responsible for the management of the restaurant, including both Back and Front of House.
This includes hitting agreed sales and other targets, maintaining the highest service and quality standards and records, responsibility for ordering and obtaining supplies, quality control and the management of staff.
Duties also include ensuring compliance with health and safety legislation, organisational and quality requirements and working policies and procedures.

Main Job Tasks, Duties and Responsibilities:

– Manage Front and Back of House Operations

– Adhere to agreed prices/budgets and maintain applicable quality standards and records

– Manage ordering and obtaining supplies

– Ensuring the accurate allocation of staff on shift at all times and within agreed budgets

– Ensure quality control of all supplies, food, drinks/beverages, kitchen hygiene and health and safety

– Ensure the smooth running of the of the team

– Organise the schedule and delivery of training and development of the team

– Adhere to statutory obligations and agreed quality and best practice guidelines

– Manage and coordinate Front of House duties to include taking and making reservations, taking and serving order, clearing and preparing tables, prepare the bill and take payment

– Have an understanding of food preparation and cooking and the “ingredients” of food and beverages and train your team to enable them to confidently deal with customer queries etc

– manage customers’ expectations and assist in dealing and resolving all queries

Day to day responsibilities include:

– Ensure compliance with health and safety legislation and organisational and quality requirements and working policies and procedures.

– Quality management of food and beverages

– Investigate and resolve customer complaints

– Be an effective liaison and support to the wider organisation

– Delegate effectively

– Supervise, manage and direct the overall performance of the team

– Subject to agreed criteria, recruitment, training, set action and targets, appraise and manage performance, development, coaching and general support of all team members to ensure targets are met

– Maintain accurate records and accounts as required and reporting as agreed

– Set an example for team members of commitment, work ethic and habits and personal character

– Responsibly use resources and control expenses to operate within budgetary controls

– Adhere to all organisation policies and procedures

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Targets:

1. Achieving food, liquor and wage margin targets in line with budgets
2. Controlling the expenses in line with the budget
3. Weekly forecasting and wage forecasting is completed in advance for the following week
4. Holiday planning is maintained
5. Ensure that 5 stars are achieved when EHO visits are received along with 80% and above in shield yourself audits
6. Ensure that all food and safety practices are adhered to and met to the exact company's requirements
7. Ensuring all health and safety standards are met to companies requirements
8. Weekly management meetings are held
9. People appraisals and performance reviews are carried out
10. All systems & checklists are followed
11. Mystery Dining scores are 90% and above
12. Site walk throughs are completed on a daily basis to ensure cleanliness and the restaurant is presentable on a daily basis
13. Pre-session briefings are carried out in all departments
14. Staff turnover is limited to 10% per month of the current staffing level
15. Staff training is carried out using company's manuals to ensure growth and development of the team
16. Food specs are followed
17. Relationships are built with both staff and guests
18. Following and carrying out marketing plans

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Knowledge requirement for Managers.

Administration and management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership technique, production
management and coordination of people and resources.
Personnel and human resources - Knowledge of principles and procedures for personnel
recruitment, selection, training, labour relations and personnel information systems.

Skill Requirements (Coordination - Adjusting actions in relation to others actions).

Management of Personnel resources - Motivating, developing, and directing people as they work,
identifying the best people for the job.
Management of material resources - Obtaining and seeing to the appropriate use of equipment,
facilities, and materials needed to do certain tasks.
Time management - Managing one's own time and the time of others.
Communicating - Talking to others to convey information effectively.
Instructing - Teaching others how to do something.
Monitoring - Monitoring / assessing your own performance and the performance of the team in order to take suggestive improvements and corrective action to the General Manager.
Active learning - Understanding the implication of new information for both current and future
problem solving and decision making.

Ability Requirements

Oral expression - The ability to communicate information and ideas in a way that others understand.
Information ordering - The ability to arrange and organise things in a certain order according to
specific rules.
Problem sensitivity - The ability to spot when something is wrong or is likely to go wrong. It does
not involve solving the problem, only recognising there is or could be a problem.
Deductive reasoning - The ability to apply general rules to specific problems to produce answers that make sense.

Job activities

Communicating with suppliers and your co workers - Providing information by telephone, written, e-mails or in person.
Monitor processes, materials or surroundings - Monitoring and reviewing information from
materials events or the environment, to detect or assess problems that can be addressed with the General Manager.
Identifying objects, actions and events - Identifying information by categorising, estimating, recognising differences or similarities, and detecting changes in certain circumstances or events.
Scheduling work and activities - Scheduling events, programs and activities, as well as the work of others.
Judging the qualities of the things, services, or people - Assessing the value, importance, or quality of things or people.
Getting information - Observation, receiving, and otherwise obtaining information from all relevant sources in conjunction with the General Manager.
Guiding, directing and motivating the team - Providing guidance and direction to the team,
including setting performance standards and monitoring performance and progression, under the
supervision of the General Manager.
Evaluating information to determine compliance with standards - Using relevant information and individual judgement to determine whether events or circumstances comply with laws, regulations or standards.

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Restaurant Floor, Duties and Responsibilities

- greet customers politely as they enter the restaurant
- introduce self to customers
- show customers to their tables
- present menus to customers
- maintain an up-to-date working knowledge of the menu items and daily specials
- explain the menu items in terms of preparation, ingredients and presentation
- be aware of allergy information on menu items
- answer inquiries about food and beverage items on the menu
- offer food and wine suggestions
- inform customers of special items not listed on the menu
- take food and beverage orders accurately including any special requests
- check food orders with customers to ensure correctness
- input the order into POS System
- work with bartenders to fill beverage orders
- work with kitchen staff to process and expedite food orders
- pre-set table for the orders
- deliver and serve food at tables
- use established food handling and serving techniques
- ensure customers are satisfied with their food orders, beverages and service
- upsell food and beverage items throughout the meal
- monitor customer's needs and promptly handle requests
- handle customer complaints in a polite and professional manner
- maintain the table setting by clearing courses as completed, replacing utensils, refreshing water glasses, dealing with spills
- prepare and provide customers with accurate check for the meal
- process cash and credit card payments

- Prepare takeout boxes for customers
- re-set and prepare table for customers including decorations, condiments, napkins, utensils
- maintain a clean and organised service area
- dispose of trash according to established procedures
- perform any side-work as requested
- comply with safety, health and hygiene policies and procedures

Key Skills and Competencies

- customer service
- communication skills
- numeracy skills
- ability to multi-task
- adaptability and appreciation of diversity
- team work
- accuracy and attention to detail
- stress tolerance
- reliability
- honesty and integrity
- sense of urgency
- high energy level

To assist your progress please ensure that you study and regularly review ***The Successful GM***

The Company reserves the right to review or change your job function and duties from time to time in accordance with the needs of the Company.