

# General Manager

**Department:** Operations

**FLSA Status:** Exempt

**Reports To:** Regional Manager

## Nature and Scope of Position

Manage the profitable operation of an ABRH restaurant by following the company's vision, values and culture.

## Essential Functions

- Increase guest counts and sales by developing guest loyalty through quality of operation, personalized customer attention and staff development.
- Demonstrates a passion to serve by providing guidance in the development of all management personnel in their completion of the Next Step Management Development Program and MIT Training.
- Direct the successful operation of the restaurant by maintaining appropriate staffing levels through recruiting, hiring, training/developing, supervising, scheduling, appraising, disciplining and terminating employees.
- Ensure the execution of all the ABRH's Human Resources Policies and Procedures are delivered to the restaurant staff.
- Responsible for proper management of the facility and equipment using preventive maintenance, energy conservation, repairs and security measures while ensuring that safety, sanitation and cleanliness requirements are met.
- Manage all business, administrative, management, technical and training aspects of both the FOH and BOH.
- Responsible for acceptable scores on all health department and QRE (Quality Restaurant Evaluation) audits while adhering to company guidelines for financial responsibility.
- Ensure the delivery of quality food and services through the purchasing and management of food and non-food items. Maintain and audit food and non-food inventory levels in accordance with company guidelines.
- Exhibits integrity in all actions by ensuring secure transportation of daily bank deposit(s) during each shift.
- Work flexible hours, variety of shifts and punctual, as required by the operation of the restaurant.
- Enthusiastically acknowledge guests with the company's five foot rule.
- Perform all other assigned projects and duties.

## Qualification Requirements:

Must be 18 years or older for our family dining restaurants and 21 years or older in our casual dining restaurants.

## Supervisory Responsibilities

- Supervises Restaurant Management and non-exempt employees during all hours of operations.
- Approximately 1 – 3 exempt management employees and approximately 20 – 50 nonexempt employees.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees;

addressing complaints and resolving problems in accordance with ABRH's Human Resources Policies and Procedures and vision, values and culture.

### **Certifications or Licenses**

- Valid driver's license and car insurance.
- Certification and recertification through ABRH Management Training Program(s) is required after hire.
- Completion of ABRH Next Step Management Development program is required.
- Serve Safe Food and/or Serve Safe Alcohol Certification also a plus.

### **Travel Requirements**

Not required.

### **Skills and Knowledge**

To perform the job successfully, an individual should demonstrate the following competencies:

- Possesses a thorough understanding of operating and management techniques as they apply to the restaurant industry.
- Strong communication and organizational skills are essential, as well as the ability to effectively train, coach, evaluate and discipline employees.
- Ability to read and analyze financial statements troubleshoots when necessary and quickly responds to information.
- Must be able to display ongoing proficiency in the use of all restaurant equipment.
- Ability to communicate the English language clearly, simply and accurately through both proper written and verbal skills.
- Bilingual is a plus.
- Uses sound judgment in day-to-day decisions by applying the company's vision, values and culture.

### **Education and Experience**

- A degree in Hospitality, Business, or Hotel/Restaurant Management or other related field is preferred.
- At least 5 years restaurant management experience.

### **Work Specifications**

Work Environment & Physical Demands – The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

When performing the duties of this job, the employee is frequently required to move throughout the workplace; sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel and verbally communicate. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.