

# Job Description

Job Title	<b>Restaurant Manager</b>
Reports to	Operations Director / Ownership
Employment Type	Full-time/ 12-month position
Compensation	Salaried

In this role you are responsible for leading the business to effective results by being strategic and adaptable. You are responsible for creating the team and guest experience by hiring, developing, and retaining individuals who live our values and bring our brand promises to life. You will lead yourself, collaborate with others and foster positive relationships with clear communications to assist the business meet effective results.

A successful Restaurant Managers understands the importance of delivering stellar team and guest experiences as well as knowing when and how to focus on restaurant operations. Restaurant Managers work efficiently and assume responsibility for achieving company goals while making continuous performance improvement within the restaurant.

## ESSENTIAL RESPONSIBILITIES

### Love our Team

Works together to define shared success

- Recruits, develops, and retains top talent to deliver stellar Southern Hospitality Guest Experiences
- Cultivates a positive culture in the restaurant by modeling the way
- Inspires teams with shared vision
- Sets clear expectations with teams and creates a hospitable environment
- Serves those they lead through behaviors, actions, and decisions
- Encourages innovation by allowing team member to challenge the process
- Empowers team through Assess, Consider the Team and Guest Experience, and Act
- Empowers team members by ensuring they have the knowledge and resources for success
- Communicates effectively and engages the team daily
- Recognizes the team with TDH recognitions tools.

### Love our Food

Strives for excellence in consistently delivering quality products

- Conducts daily, weekly and monthly inventory counts and maintains inventory records
- Maintains high food safety standards demonstrated by food quality and health inspections
- Maintains operational excellence for product production, cleanliness and service expectations

### Love our Guests

Curates the guest experience through menu knowledge and stellar Southern Hospitality service

- Leads shift by delegating duties and following up with team members
- Motivates team in shift huddles
- Models Southern Hospitality Guest Experiences through steps of service
- Models Operational Excellence by maintaining a clean, safe & ready restaurant
- Takes actions to solve and celebrate guest feedback
- Regularly observes the team and operations from the guest perspective and celebrates or coaches accordingly

## **Love our House**

### **Keeps our house Clean, Safe & Ready**

- Creates action plans and effective communications to lead teams in executing business goals
- Monitors business: sales, labor and inventory to control costs and maximize profitability
- Creates schedules to ensure the business meets high-quality cleanliness and service standards
- Maintains excellent financial and human resource records
- Ensures the business has adequate resources
- Identifies strategies to increase revenue based on sales forecasts
- Builds partnerships the drive restaurant performance and profit
- Maintains all OSHA safety standards
- Identifies problems, conducts high-level troubleshooting and seeks timely resolutions to ensure the team has the necessary resources to be successful
- Ensures the curb appeal and the restaurant meet high cleanliness standards
- Ensures the team executes and measures the impact of local promotions
- Embodies the brand by using brand language
- Assist in promoting the company
- Serves as the local representative of the brand
- Builds and leverages community relationships to maximize brand exposure and increase revenue generating opportunities
- Implements and champions company-wide promotions, product launches, and product samplings

### **Required Knowledge, Skills & Abilities**

- Demonstrated ability to manage budgets and control costs
- Demonstrated ability to foster positive work culture
- Demonstrated ability to motivate, support and manage productive teams
- Demonstrated knowledge of inventory management systems
- Ability to resolve issues in compliance with all standards
- Demonstrated knowledge of POS systems
- Excellent written and verbal skills
- Ability to communicate effectively with guests, team members, above restaurant leaders and external partners
- Ability to work in a fast-paced environment
- Must be at least 21 years of age
- Available to work all shifts, weekends and holidays

### **Education & Experience**

- Must have high school diploma or equivalent
- Degree in hospitality, business management or related studies preferred
- Minimum of 3 years management experience required
- Must be ServeSafe certified

### **Physical Demands**

- Must be able to lift up to 50 lbs of force frequently to move objects
- Ability to carry products/boxes and miscellaneous items weighing no more than 50 pounds
- Consistently handles products preparation
- Ability to kneel and follow proper lifting procedures
- Consistently lifts for products preparation, stocking and inventory