



Job Title: General Manager	Department :
Reports To: District Manager	FLSA Status: Exempt
Job Code: 4444	Pay Grade: 4

POSITION SUMMARY:

The General Manager is responsible for executing the restaurant plan to achieve established standards, sales and profits. This is done primarily by staffing, personnel training, operating and maintaining the restaurant such that Guest satisfaction is maximized.

The General Manager exhibits the Leadership and Technical competencies necessary to be successful in the position.

POSITION ACCOUNTABILITIES:

Sales and Profits

1. Meets budgeted sales and controllable costs targets
2. Develops sales building strategies to increase restaurant profitability
3. Controls all aspects of P&Ls, analyzes the data and develops appropriate plans to resolve unfavorable trends in controllable items, QSC, sales and profits
4. Develops (with District Manager) and executes a local store marketing plan in response to market conditions such as competitor pricing and other competitor activities
5. Responds to competitor activities aimed at diverting restaurant business
6. Develops and executes plans to improve sales and profits

Guests (Guest & Restaurant Operations)

1. Trains employees on responding to Guest complaints and providing a high level of Guest service while meeting Guest service times company targets
2. Reviews Guest feedback metrics and develops plans to increase Guest satisfaction
3. Identifies, evaluates and responds appropriately to labor efficiency problems, cash/security issues, and health department inspections
4. Ensures that company standards for product quality and product safety are consistently met and executes restaurant cleaning plans, calibration and maintenance plans and operational checklists
5. Implements safety guidelines and practices, ensuring that they are followed through at all levels in the restaurant
6. Maintains, modifies as necessary, and utilizes restaurant systems to provide consistent operations and Guest satisfaction



People Management

1. Determines staffing requirements and ensures hiring processes and result in accurate staffing levels as well as shifts are staffed at the appropriate levels
1. Ensures restaurant personnel are trained to execute products to company standards (Quality, Service and Cleanliness) and ensure the use of restaurant "systems" for QSC and cost controls
2. Trains employees to identify problems and develop alternative solutions
3. Trains employees on running effective shifts, coaches and develops their employees and creates engagement within the restaurant
4. Reviews trends in Turnover and meets turnover goals
5. Understands employment laws and manages employee performance and the employee complaint and resolution process
6. Conducts weekly meetings to discuss key business priorities
7. Provides feedback regularly to employees on their performance and annually, completes the performance review process

EMPLOYMENT STANDARDS

Education & Licensing

- High school diploma or general education degree (GED) required; college degree preferred.
- Food Safety certified
- Valid Driver's License required

Experience

- 1-2 years restaurant management experience, preferably in quick service restaurants
- Microsoft Office and general systems experience required

Essential Physical Requirements:

- Ability to regularly stand for extended periods of time, talk, see, and hear.
- Ability to read, analyze and interpret written information such as procedure manuals, Company communications or governmental regulations.
- Ability to frequently use hands to finger, handle or feel.
- Ability to occasionally lift and/or move up to 50 pounds.
- Ability to work in a normal restaurant environment where the noise level is usually moderate and occasionally be exposed to outside weather conditions.
- Ability to work extended hours may be required to meet deadlines, handle unusual workloads or to accomplish organizational priorities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.