JOB DESCRIPTION

| **Title** | RESTAURANT MANAGER | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Restaurant Manager is an integral contributor to the overall success of the restaurant and is responsible and accountable for instilling and maintaining a positive culture among the entire team, developing leadership positions, overseeing operational and financial aspects of the business, and providing best-in-class service to our guests.

This position plans, coordinates and directs all food and beverage operations to ensure consistency, budget control and quality of service and product. This position develops company policies and procedures and is ultimately responsible for enforcing them as well as industry standards and government legislation. This position directly manages [insert #] staff members.

**Key Responsibilities**

Key responsibilities include, but are not limited to:

* Managing HR operations including recruiting, onboarding, coaching and developing, managing attendance and performance and issuing corrective actions, and recognizing, listening to, and collaborating with staff. Additionally, this position maintains accurate and up-to-date employee records.
* Managing financial operations including budgeting, managing labour, COGS and other costs, conducting P&L reviews and analyzing other financial metrics, overseeing inventory management, payroll, managing cash outs/gratuities, managing petty cash, preparing financial reports, and identifying new revenue opportunities.
* Managing restaurant communications including performing daily staff briefings, developing and implementing company policies and procedures, and developing marketing/advertising strategies.
* Managing guest relations including greeting and communicating with guests, addressing and resolving guest concerns/complaints, developing and overseeing guest survey programs, and ensuring all staff members provide exceptional and efficient customer service.
* Ensuring staff consistently works in a safe manner and adheres to all health and safety regulations, industry standards and company policies/procedures.
* Performing other duties as assigned.

**Key Qualifications**

* High school diploma is required. Degree or diploma in Hospitality Management, Business Administration, or related field is an advantage.
* Minimum of X years of Food and Beverage (F&B) experience is required.
* Minimum of X years of managerial/supervisory experience is required.
* Experience in catering/special event planning is an advantage.
* Must have current certification in Smart Serve, Food Safety, WHMIS and First Aid/CPR.
* WSET Intermediate Wine Certificate is an advantage.
* Proficient in Microsoft Office Suite Applications required.
* Knowledge of restaurant management software such as OpenTable and PeachWorks is an advantage.
* Must have experience with P.O.S. and inventory management systems.
* Must have own transportation with current driver’s license and insurance.

**Core Competencies**

* Strong leadership, motivational, and interpersonal skills.
* Proven financial management expertise.
* Influential communication and strong listening skills.
* Exceptionally well-organized, ability to prioritize and meet tight deadlines.
* Analytical, logical and a meticulous attention to detail.
* Comfortable setting priorities and delegating responsibilities.
* Works well under pressure, with constant interruptions and distraction and with minimal supervision.

**Working Conditions**

* Shift: [insert].
* Overtime and on call hours as well as working on holidays required.
* Exposure to hot and cold temperatures.
* Lifts up to 50 lbs.
* Long periods of standing and walking, some stretching and bending, repetitive hand/arm/wrist movements. Occasional sitting, crouching, pushing, and pulling.
* Exposure to computer screens (sometimes for long periods), flame, steam, noise, slippery surfaces, artificial light and sharp objects.