



Restaurant Manager

FLSA Status: Exempt
Department: Food and Beverage Managers and Administration
Reports to: Food & Beverage Manager or Director

General Purpose:

Developing, implementing, and maintaining quality standards for restaurant facility, including supervision and direction of kitchen and service staff. Ensures excellent customer service standards are maintained.

Essential Duties:

- ◆ Ensures guests are attended to in a prompt, efficient and personalized manner. Assists with controlling the flow of the room by ensuring guests are seated in each section by rotation.
- ◆ Acts as a liaison between wait staff and the kitchen staff to ensure timely and appropriate communications.
- ◆ Ensures that the restaurant and restaurant facilities are kept clean, well stocked and organized. Checks the maintenance of all equipment in the restaurant and notifies the Restaurant Manager of needed maintenance and repair.
- ◆ Supervises inventories of china, glassware and silverware. Ensures par levels are maintained based on facility needs.
- ◆ Circulates on the restaurant floor, continually checking with the guests and the service staff to ensure that everything is to the guests' satisfaction.
- ◆ Ensures all side work is completed, including all cleaning of equipment and storage areas.
- ◆ Assists in performing food and beverage inventory.
- ◆ Conducts pre-shift meetings to review specials, menu changes, house counts, etc.
- ◆ Completes revenue reports, production reports and other reports as needed.
- ◆ Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.
- ◆ Manages department members that may include, but is not limited to: Food and Beverage Supervisor, Host, Server, Cashier.
- ◆ Assures that effective orientation and training are given to each new associate. Develops ongoing training programs and tests for comprehension.

- ◆ Assists with daily activities to include: serving tables, bussing tables, seating guests, room service and general clerical/cashier duties.
- ◆ Monitors business volume forecast and plans accordingly in areas of manpower, productivity, costs and other expenses.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ Performs other duties as required.

Education/Experience:

Associate's degree (AA); or six months to one year related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

Frequently stands, walks, talks and hears. Regularly uses hands, reaches with hands and arms. Occasionally sits, climbs, balances, stoops, kneels, crawls, crouches, taste or smells. Frequently lifts up to 25 pounds and occasionally lifts up to 50 pounds.

Environment/Noise:

Occasionally works in extreme heat, wet or humid conditions (non-weather). Occasionally works in outdoor weather conditions. Noise level is moderate.

Certificates/Licenses:

Alcohol Awareness Training, Food Safety and applicable sanitation training.

Job Knowledge, Skill, and Ability Preferences:

- ◆ Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).
- ◆ Meets state age requirements for handling alcoholic beverages.

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

NOTE : THIS JOB DESCRIPTION IS NOT EXHAUSTIVE AND THE MANAGEMENT RESERVES THE RIGHT TO ADD, DELETE OR REPLACE JOB TASKS FROM TIME TO TIME

ISSUED BY: HEAD OF DEPARTMENT

NAME AND SIGNATURE:

DATE : _____

RECEIVE AND ACKNOWLEDGE BY:

(_____)

I HEREBY UNDERSTAND THE ABOVE JOB DESCRIPTION AND WILL PERFORM IN ACCORDANCE TO ALL REQUIREMENT AS STATED.

SIGNATURE AND DATE: _____

FOR HUMAN RESOURCE USE ONLY:

RECEIVED BY: _____

FILED ON: _____
