

General Manager Job Description

Objective: The general manager is responsible for all aspects of the operation of a 99 Restaurant, and all its departments. He/she ensures guest satisfaction, sales increases and maximum profitability, in accordance with company goals, policies, and procedures - in support of the company mission statement, "We Treat People Right". He/she is responsible for the development and training of all management and succession planning. He/she is responsible for recruitment, training, motivation, and development of staff. He/she is also responsible for continued personal development.

Primary Responsibilities:

1. To ensure maximum profitability of their restaurant through the daily operation of the unit in accordance with company policies and procedures.
2. Responsible for all aspects of training, developing, scheduling, motivating, and supervising Asst. Managers and Kitchen Managers in accordance with company policies and standards.
3. Responsible for recruiting, training, certification, scheduling, motivating, and supervising all hourly staff in accordance with company policies and standards.
4. Responsible for establishing specific unit goals in conjunction with Operation Director.
5. Ensures compliance of specific unit goals through direction and continual communication with management and unit staff.
6. Supervises management and staff when on duty. Provides performance feedback, on-going training, and directs personnel actions based upon performance and behavior. Conducts performance evaluations and will recommend performance goals and appropriate wage action for both management and unit employees.
7. Ensures compliance with established company goals, policies, and procedures throughout the restaurant.
8. Supervises, assists, and is responsible for purchasing products, goods, and supplies for unit usage.
9. Supervises, assists, and is responsible for coordination and implementation of Company and in-store promotions, new product rollouts and point of sale materials.
10. Supervises, assists and is responsible for preparation and maintenance of specific reports, records, and schedules in accordance with company goals, policies, and procedures.
11. Maintains professional standards in accordance with company goals, policies, and procedures.
12. Ensures compliance with State, Federal, and local laws (i.e. alcohol awareness, child labor, wage and hour, OSHA, etc.)
13. Supervises, assists and is responsible for creation of annual sales budget.
14. Supervises, assists and is responsible for creation of and adherence to quarterly budgets.

In addition, managers may be required to perform additional tasks deemed necessary to insure the smooth operation of their units.

Job Requirements:

- * Prior restaurant experience and/or college degree
- * Working knowledge of company policies and procedures
- * Basic computer knowledge of 99 systems
- * Ability to aid and assist with management and staff training and development
- ** **Successful completion of 99 manager training**
- * Successful completion of 99 alcohol awareness training
- * Successful completion of 99 safework training
- ** **Successful completion of 99 administrative projects**
- * Successful completion of all future company training seminars
- * FQA training/Serve Safe/Sexual Harassment
- ** **Some job requirements may be satisfied by on the job training.**

Skill Requirements:

Supervisory and leadership skills, organizational skills, training skills, human resource skills, problem solving skills, decision making skills, interviewing skills, communication skills, written and oral skills, basic math skills, analytical skills, time management skills, team building skills, motivational skills, basic computer skills.

Physical Requirements:

- Standing required 70 - 80% of the time
- Walking required 30% of the time
- Time spent between breaks - 5 hours
- Ability to lift a maximum of 50 lbs. and a minimum of 1 lb.
- Frequency of carrying: constantly
- Ability to: twist: constantly
- Ability to reach, lifts, sit or stand while twisting
- Bend or stoop: occasionally
- Stretch and reach: constantly
- Extension range: 90 degrees
- Climb: stairs
- Push, pull or drag a maximum of 50 lbs. or a minimum of 10 lbs.
- Using dollies, carts, levers, handles
- Kneeling: occasionally
- Hand manipulation: constantly
- Fine dexterity to prepare food/drinks, handle money
- Gross dexterity to carry items
- Must be able to read, write and speak English

Professional Relationships: Nature or Purpose of Contact

1. Operations Director:

- * Direction and advice on operation of restaurant.
- * Assistance with formulating strategies for continued management development (including goal setting and continued performance evaluation).
- * Assistance with formulating strategies for continued staff development (including goal setting and continued performance evaluation).
- * Assistance with formulating strategies for improving/increasing business and profitability within the unit.

2. Asst. Managers/Kitchen Managers:

- * Direction and advice on operation of restaurant
- * Supervises, directs, and assists with formulating strategies for continued management development (including goal setting and continued performance evaluation).
- * Supervises, directs, and assists with formulating strategies for continued staff development (including goal setting and continued performance evaluation).
- * Supervises, directs, and assists with formulating strategies for improving/increasing profitability within the unit.

3. Hourly Employees:

- * To provide direction, motivation, advice and feedback on personal performance and operation of the unit.

4. Guests:

- * To provide high quality food, beverages, and service in a clean warm and friendly atmosphere in accordance with company standards.

5. Federal and Local Agencies:

- * To maintain and/or comply with laws and regulations affecting the operation of the unit.

6. Corporate Office Staff:

- * For advice, clarification, and/or direction on current company programs, policies, practices, and procedures.

7. Vendors:

- * To purchase goods and services and insure the highest quality of goods. To treat our vendors with respect as our business partners.

8. Misc. Organizations and Associations:

- * To maintain positive community relations.

General Manager Job Responsibility List

1. Responsible for maintaining costs and profits according to specific unit goals.
2. Responsible for continual professional and personal development in conjunction with goal setting and evaluation feedback from immediate supervisor.
3. Responsible for adhering to and the administration of all current company security/emergency procedures.
4. Responsible for complete knowledge of current company management functions concerning the computer systems, Aloha, labor schedules.
5. Responsible for adhering to and the administration of all current company administrative duties. Including/but not limited to: daily cash summaries, sales journal, gift card procedures, receiving reports, purchase journal, daily payroll files, weekly/permanent payroll files, daily safe audits, inventory, G/L, P&L maintenance and reconciliation, unit projected budgets and OER's (2 times per year).
6. Responsible for adhering to and the administration of all current company policies concerning shift management.
7. Responsible for adhering to and the administration of all current company policies concerning kitchen awareness.
8. Responsible for adhering to and the administration of all current company policies concerning safety.
9. Responsible for adhering to and the administration of all current company policies concerning human resource issues.
10. Responsible for adhering to and the administration of all current company policies concerning marketing.
11. Responsible for adhering to and the administration of all current company policies concerning the company goals, Mission Statement guarantee.
12. Responsible for adhering to and the administration of unit specific policies, goals and administrative duties.
13. Responsible for the training and development of management staff in all of the above.
14. Responsible for frequent communication with Operations Director regarding restaurant operations.

99 Restaurants is part of the American Blue Ribbon Holdings family and an Equal Opportunity & E-Verify Employer