General Manager, Territory restaurant

**Job Description**

# SUMMARY

The General Manager is responsible for managing the daily operations of the restaurant, including the hiring, development and performance management of employees, keeping track of restaurant monies/profits/till banks. In addition, they oversee the inventory and ordering of restaurant’s food and beverage, supplies, and equipment.

acting as ambassador of the restaurant; and dealing with the legal and regulatory protocol of the restaurant. The general manager must be organized, an excellent multi-­‐tasker, and have strong communication skills.

# ESSENTIAL FUNCTIONS

## General

Oversee and manage all areas of the Front of House of the restaurant and make final decisions on all matters of financial and operational importance.

## Financial

* Administer and process Payroll
* Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.

Responsible for ensuring that all financial (invoices, reporting) and personnel related administrative duties are completed accurately, on time and in accordance with company policies and procedures.

* Work with Chef and Bar Manager to create general food and beverage budget.
* Work with Chef and Bar Manager for efficient provisioning and purchasing of supplies.
* Supervise beverage ordering, portion control and quantities of preparation to minimize waste.

## Food Quality and Safety

* Assist Chef decisions regarding menu changes.
* Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas.
* Ensure compliance with operational standards, company policies,

federal/state/local laws, and ordinances.

## Operational responsibilities

* Ensure that proper security procedures are in place to protect employees, guests and company assets.
* Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or employee is injured.
* Work with hotel GM and Sales to book, plan and organize group and event bookings.

## Personnel

* Provide direction to employees regarding operational and procedural issues.
* Direct/oversee the hiring, training, supervision, and termination of employees.
* Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews as needed.
* Maintain an accurate and up-­‐to-­‐date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.

## Guest Experience

* Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.

# QUALIFICATIONS

* Knowledge of computers (MS Word, Excel).
* Proficient in the following dimensions of restaurant functions: purchasing, company policies and procedures, personnel management, recordkeeping, and preparation of reports.
* Must possess a valid driver’s license.
* Must be eligible to work in the United States.
* Must agree to background check.

# PERSONAL REQUIREMENTS

* Self-­‐discipline, initiative, leadership ability and accessibility.
* Pleasant, polite manner and a neat and clean appearance.
* Ability to motivate employees to work as a team to ensure that food and service meet appropriate standards.
* Must be able to handle the pressures of simultaneously coordinating a wide range of

activities and recommend appropriate solutions to restaurant problems.

* Must possess good communication skills for dealing with diverse staff.
* Ability to determine applicability of experience and qualifications of job applicants.

# ACCOUNTABILITIES

* Keeps Hotel and Restaurant Management promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
* Maintains a favorable working relationship with all hotel and restaurant employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
* Performs other duties and responsibilities as required or requested.

# REPORTS TO:

* All front of house employees report directly to you, as the General Manger
* You report to the Ownership Group (Osprey Nest Restaurant LLC) on all matters, except Human Resources and Marketing/branding (report to EHG) and accounting (report to Tokola).
* For any matter outside of HR, accounting, marketing or coordination with the hotel, Executive Chef will contact both ownership entities, EHG and Tokola, by email.
* For purchases over $1,000, or alterations to front or back of house, prior approval from ownership is required.