

SAMPLE JOB DESCRIPTION: RESTAURANT GENERAL MANAGER

Company: The Restaurant
Position: General Manager
Reports To: Director, Operations

The General Manager of **The Restaurant** will be responsible for curating a superior guest experience through effective leadership, planning and directing all restaurant activities. Your depth in knowledge of Food & Beverage will lead you to provide the highest quality of service and hospitality.

Duties & Responsibilities

- Work in partnership with the Executive Chef to execute the smooth and flawless operation of both the Front and Back of House
- Accountable for managing the day to day operations of the restaurant with active presence on the floor leading the team to deliver service excellence.
- Accountable for driving revenue and profit through the development and implementation of strategies, practices and promotions while in keeping with the overall concept
- Effectively manage the departmental budget
- Effectively recruit and onboard new employees
- Train and lead the team in all aspects of the department to ensure service standards are met
- Promote the growth and development of internal talent
- Actively manage restaurant social media accounts in partnership with the Executive Chef in accordance with marketing standards (i.e. Facebook, Instagram, Twitter)
- Manage online reputation by responding in a timely and professional manner, addressing concerns
- Maintain the safety and sanitation of the restaurant
- Work in partnership with the Executive Chef (and Bar Manager or Sommelier) to create and maintain all restaurant menus while in keeping with the overall concept.
- Constantly drive innovation by actively promoting your restaurant within the community
- Adhering to all Company policies, procedures and values

Skills & Qualifications

- Demonstrated passion for the industry and guests
- Knowledge of current Food & Beverage trends
- Previous leadership experience in an equivalent role
- Proven ability to drive revenues and profit, without sacrificing employee and guest experiences

- Proven ability in menu design, offerings, effective marketing plans, and online reputation management
- Excellent communication and organizational skills
- Strong interpersonal and problem-solving abilities
- Excellent work ethic with a high degree of responsibility
- Ability to work cohesively as part of a team and build relationships

Additional Notes:

- Scheduling flexibility is required to meet operational needs.
- Hours may include nights, weekends and holidays