# JOB DESCRIPTION

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| --- | --- | --- | --- | --- |
| **Title**: General Manager | | **Department**: Operations | | **Reports To**: \_\_\_\_\_\_\_\_ |
| **Job Code:** | **FLSA Status:** | **Salary Level:** | **Date:** |  |
| GM | Exempt | $\_\_\_\_\_ + Potential bonus | \_\_\_\_\_ |

## Job Summary

Manages the day-to-day operations of a restaurant, ensuring guest satisfaction. Develops, directs, and supervises hourly Team Members to attain sales and profit objectives while maintaining the highest standards of product quality, service, cleanliness, organization, and sanitation.

## Mission and Core Values

* Our Mission is to be the best pizza company in the world by killing it on every detail of the customer experience
* Core Values
  + Live with integrity
  + Have fun
  + Bring it with passion
  + Build something special
  + Give customers what they want

## Supervises and Oversees

|  |  |
| --- | --- |
| * Assistant Managers * Shift Managers * Hourly team members |  |

## Key Performance Elements/Essential Functions

* Responsible for promoting the Mission, Core Values & Disciplines of the Company, setting the standard for the restaurant through leadership by example.
* Manages operations of the restaurant.
* Complete understanding of all Company policies, procedures, and operating standards.
* Ensures compliance with operational standards, Company policies, federal/state/local laws, and ordinances.
* Oversees and assists with the inventory, purchasing, receiving and storage of Company specified products.
* Supervises the quality of food preparation, current QMK offerings, raw product specifications, and Company Standards.
* Ensures a harassment free environment for all Team Members and Managers.
* Clearly communicates Company direction to all personnel.
* Resolves all guest complaints through BLAST and honoring the guarantee, striving for a flawless recovery to build brand loyalty.
* Trains, coaches, and counsels Team Members and facilitates their development.
* Manages new hires, changes of status and disciplinary action for Team Members to ensure accurate and timely payroll and record-keeping.
* Develops, oversees and assists in local store marketing (LSM) efforts while maintaining brand standards.
* Responsible for rolling out new menus, products and promotions.
* Maintains professional restaurant and Team Member image, including restaurant cleanliness, proper uniforms, and appearance standards according to Toppers Pizza operational guidelines.
* Upholds safety and security standards at all times.
* Hires, supervises, develops, and when necessary, terminates Team Members.
* Creates schedules, following established Company guidelines and procedures, while maintaining established budgetary goals including but not limited to food and labor costs.
* Oversees the scheduling of Team Members, making sure there are sufficient workers present to cover peak service periods within approved budgetary guidelines, while working toward eliminating Team Member turnover and overtime.
* Ensures security of the restaurant and its contents.
* Ensures building, equipment, furniture and fixtures are in good repair, clean and maintained on a regular basis.
* Ensures that all operations, recipe and specifications tools are current and maintained.
* Overall Profit & Loss awareness and accountability.

## Key Competencies/Characteristics

* Lives our Mission, Core Values & Disciplines.
* Exhibits:
* Excellent leadership and motivational skills.
* Excellent interpersonal/listening/communication skills
* Excellent problem resolution/guest recovery skills.
* Attention to detail and analytical skills.
* Inspires cooperation and teamwork through the Toppers Pizza basics, self-confidence, positive attitude, and enthusiasm.
* Self-Disciplined.
* Able to remain positive and calm under stressful conditions.
* Experienced and proficient in the use of basic computer technology, e.g. POS systems, Microsoft Office programs, and similar.
* Strong commitment to serving others.
* Dependable, trustworthy.
* Willing to extend themselves to the customers they serve – Wanting to become friends with their customers – Hospitable.
* Genuinely warm and sensitive/polite.
* Exhibits neat, clean and professional image at all times.
* Committed to professional and personal self-development.

## Physical Requirements

* Able to lift and carry up to 100 pounds – may be required several times per shift.
* Must have sufficient mobility to move and/or operate in various work areas. Bending, running, turning, twisting upper body, reaching, etc.
* Must be able to stand and exert well-paced mobility for periods up to 4 hours.
* Must meet any federal, state, county or municipal regulations pertaining to the service of food and beverages.

## Additional Information

* Extreme environmental demands are few. The majority of work takes place indoors in climate controlled areas. At times back-of-house areas can become quite warm. May be required to operate outside in inclement weather.
* The only chemicals involved are those of the cleaning kind. Training is given as to the appropriate use of these chemicals.

## Experience Requirements

* Minimum 2 years experience working as General Manager in a similar restaurant concept
* And/or successful completion of Manager in Training (MIT) Program.