



Restaurant Manager Job Description

Program: Tim Horton's
Position Title: Restaurant General Manager
Reports to: Director of Retail Operations

JOB SUMMARY

As a Tim Horton's crew member, you are also a member of the TL Hospitality LLC. You will conduct business according to the details of your job description and the employee manual, making the customer our # 1 priority. As a member of the Tim Horton/TL team you will be required to live and breathe our mission to seize opportunity, lead with passion and be the absolute best.

CORE VALUES

- 1. Family Spirit:** We work together, we play together, we laugh together, we cry together & we've got each other's back.
 - Lead by Example. Create a positive work environment with entire team and an open mind with initiative for solutions.
 - Interact respectfully, engage in constructive conflict and speak candidly and appropriately with each associate. You are expected to treat each other with respect and be courteous to one another.
- 2. Exceed Customer Expectations-**We will go above & beyond to WOW each customer; satisfying their needs is not enough!
 - Committed to providing outstanding customer service making it our competitive advantage.
 - Understand what the customers are requiring and ensure we WOW our customers every time.
- 3. Learn-Teach-Grow:** We challenge ourselves to find a better way, show others a better way & live that better way, everyday!
 - Develop & share ways for continuous improvement within the organization and assist and train others in areas or subjects in which you are more experienced or educated.
 - Maintain and demonstrate professional work ethics, moral integrity and a positive attitude at all times.

This position manages franchise store operations including employees, facilities and equipment in order to ensure that Tim Horton's standards around people, product, cleanliness and exceptional customer service are fulfilled.

Minimum Job Entry Requirements:

- 1-2 years food service management experience required
- High school diploma or GED required (must be at least 18 years of age)
- Strong problem-solving, organization and time management skills
- Excellent knowledge of Tim Horton's products and procedures
- Action and results orientated
- Strong interpersonal skills (motivating, delegation, conflict management, respect for others, listening)
- Excellent communication skills (written, verbal, composure)
- Possess valid Driver's License and car insurance

Responsibilities, Essential Functions & Tasks:

Customer Service:

- Leads by example to demonstrate and reinforce with employees that the customer is top priority and the importance of projecting positive customer service behaviors such as immediate acknowledgement, smiling, maintaining eye contact, and sincerely thanking customers for their business
- Is customer-focused in all facets of the store's operations including properly following up and rectifying any customer issues on a timely basis
- Ensures that proper staffing levels are maintained so that the high Tim Horton's standards, measured through the Always Fresh Evaluation Report, are maintained through all day parts.
- Works with the Assistant Manager (if applicable) to educate Shift Supervisors on how to maintain operational efficiency, through the use of positioning charts and shift flowcharts and the importance of following up with staff to ensure assigned primary and secondary duties are completed.
- Conducts regular store walk-throughs in order to gain the customer's perspective of how the store looks
- When on the floor, is in a position that allows flexibility for troubleshooting where necessary.
- Schedules employees to ensure optimal coverage at all times and fills in as required

People:

- Maintains an open door policy at all times. Encourages staff to share suggestions and concerns
- Screens, interviews and ensures to complete reference checks on any candidate that is being considered for employment
- Takes responsibility to ensure that proper training and orientation is completed and documented in the store
- Provides ongoing performance feedback, uses discussion planners when necessary, and conducts regular performance reviews
- Sets goals and objectives with employees and provides guidance and assistance as required

- Tracks and submits payroll information for all employees
- Is knowledgeable of relevant employment legislation and ensures that all laws are being followed
- Supervises and manages performance of Storefront Employees, Production Employees, and Shift Supervisors to ensure all job duties and behaviors are aligned with store policies and applies progressive discipline where necessary.
- Working with the Assistant Manager (if applicable), ensures that staff are provided with the information that allows them to do their best in on shift and works to identify high performers and train them for the next level of responsibility
- Ensures that a health & safety program is in place in the store. Reports accidents promptly and accurately
- Promotes a harassment-free work environment, ensuring that the Workplace Harassment Policy is posted. Enforces a zero tolerance policy on workplace harassment and discrimination
- Supports the overall company mission to be the best employer in the food service and retail industries in North America, by delivering on the six promises to employees
- Utilizes the Employment Enhancement tool to make strategic recruitment and retention plans

Driving Sales:

- Is knowledgeable in all aspects of the Always Fresh baking system. Understands what the store sells and when it sell, and adjusts production sheets accordingly
- Ensures that all product is properly merchandised and at sufficient levels and that all aspects of the present marketing campaign are being followed
- Working with the Assistant Manager (if applicable), helps the Shift Supervisor to properly position staff to ensure fast and friendly service
- Advertises to surrounding businesses the store's selection of products, and offers them the ability to place their order via phone/fax prior to arrival
- Educates staff on when and how to suggestive sell to customers
- Constantly evaluates where the store could improve. Based on findings, implement staff incentives to bring staff focus to the area requiring improvement

Operational Analysis:

- Ensures that all tills are counted properly and that any overages and / or shortages are investigated
- Completes weekly ordering of product and ensure that all incoming orders are checked for quality
- Analyzes the store's Key Performance Indicators on a daily basis including the day's productivity rates, the Daily Waste Sheets, the store's product sales mix and daily cycle counts. Responds appropriately with an action plan to address unfavorable results.
- Completes End of Day reports including Daily Cash Sheets, deposits, etc.
- Maintains optimal inventory levels and ensures that the store is getting proper yields from all products
- Uses Clear view (or the alternate Back of the House system) and the portal to help run the business more efficiently
- Completes daily and weekly labor reports
- Compares actual to projected labor costs
- Uses preventative maintenance with all store equipment, maintaining a regular service schedule as well as ensuring all equipment is calibrated on a regular basis
- Puts systems in place to ensure that the store serves safe food to customers at all times
- Identifies areas of the store operations that need improvement and uses staff incentive programs to address those areas

Performance Indicators:

- Store turnover rate versus previous year
- Store sales results versus targets
- Store evaluation scores (Always FRESH, Legislative & Liability, Food Safety Audits etc.)
- Employee completion of AF TIMS-I & AF MCP titles as well as PTS
- Performance reviews completed on time
- Food, paper and labor costs (actual versus target)
- Productivity targets (actual versus target)
- D/T speed of service targets for all day parts (actual versus target)

Postural & Physical Demand Requirements:

- Frequent reaching above waist, chest and shoulder level as well as below waist level
- Frequent to continuous need for manual dexterity of both hands (handling, gripping, fine finger controls etc.)
- Continuous standing on tiled surfaces for all tasks
- Frequent hip flexion while walking for all tasks
- Frequent lifting of boxes of supplies / Products weighing from <5 – 50 lbs vertically from floor to knuckle height
- Occasional lifting of milk crates weighing between 5 – 30 lbs vertically from floor to knuckle height, knuckle to shoulder height or from fridge to counter height
- Frequent exposure to cold/ below freezing and high heat temperatures (walk-in refrigerator and freezers, ovens)

Other:

- This position is typically scheduled for a workweek of about 45 hours per week
- Must be available to respond to operational issues on a 24-hour per day basis
- Due to responsibilities for bank deposits, product shortages, etc., must have reliable transportation
- Must be able to obtain Serve Safe Certification

This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

CONCLUSION

This job description will give you a guideline to use to help ensure your success in your position. Tim Horton's and TL Hospitality Group are committed to ensuring customer and employee satisfaction. In light of your customers' or Tim Horton's or TL's needs we may change or alter some of the responsibilities of a position in order to accommodate our business success.

Manager

Receipt and Understanding of Job Descriptions

I acknowledge and understand that:

Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is “at-will”

This job description provides a general summary of the position, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time if I am unable to perform these functions.

I understand that my employer may at any time change the job duties, tasks, work hours and work requirements of this position. Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the company.

My signature below endorses that I have received the job description and can perform the essential functions and responsibilities with or without reasonable accommodations efficiently and accurately.

Employee Name (print)

Restaurant Manager

Position

Employee Signature

Date

District Manager Signature

Date