

POSITION DESCRIPTION

Position Title:	General Manager	Job Code:	
Department:	Operations	Grade:	
Reports To:	Regional Operations Director	Status:	Administrative Exemption

SUMMARY

Responsible for total operations of single Red Robin restaurant including building sales and all other aspects of profit and loss, hiring and training of both management and hourly team, daily execution of safety/sanitation, quality food preparation and guest service. Responsible for cleanliness, repair and maintenance of the building and equipment. The GM is responsible for these areas whether on or off the premises. Responsible for communicating and administering all company policies and procedures.

ESSENTIAL FUNCTIONS

- Effectively and efficiently manage restaurant by following the best practices of the Company and Brand Equity Standards to ensure Guest satisfaction and profit maximization
- Manage all restaurant operations including scheduling, planning and forecasting while upholding and championing standards, product quality and cleanliness
- Optimize profit by ensuring that labor is scheduled efficiently and food and supplies are ordered to maintain appropriate inventory
- Prepare reports and analyze metrics to identify opportunities and act promptly to correct
- Builds year over year sales by promoting restaurant locally, ensuring guest satisfaction and prompt problem resolution
- Exemplify and recognize legendary acts of leadership and quality to ensure 100% Guest satisfaction
- Ensure the environment in the restaurant supports our core values of honor, integrity, seeking knowledge, and having fun
- Exercise good judgment and decision making in escalating concerns and aggressively resolve issues
- Responsible for compliance with OSHA, local health and safety codes as well as Company safety and security policies. Emphasize safety, sanitation and security awareness, and ensure that Team Members are properly trained to create safe situations
- Ensure adherence to Company cash handling and payment processing procedures
- Conduct line checks in accordance with Company standards
- Maintain adequate staffing levels and responsible for the selection, on boarding and retention of Team Members through motivation, recognition, coaching and development.
- Require operational excellence and develop management staff in all areas of restaurant leadership and Company standards
- Set performance expectations and monitor training process to ensure quality of training
- Regularly measure and evaluate service standards by using various feedback tools to develop and implement plans for continuous service improvement
- Adhere to Federal, State and local laws in addition to Company policy (regulate compliance with work authorization/ liquor service/wage and hour laws and, where applicable, break requirements), holds team members and managers accountable to these standards
- Prepare and conduct performance appraisals and one to ones with management staff and Team Members and take any necessary disciplinary action in line with Company standards
- Responsibly delegate and follow up on tasks while remaining accountable overall for restaurant and Team Members

- Ensure Company standards on equipment, facility, and grounds are maintained by using a preventative maintenance program
- Ensure complete and timely execution of corporate & local restaurant marketing programs
- Champion and adhere to all Company standards and policies including the Code of Conduct, Attendance and Uniform and Appearance policy
- Resolution oriented/ protects Company assets; prevent/diffuse situations that create potential risks to the organization
- Be a mentor and devote time to training, coaching and developing others by adapting to individual learning styles and motivational needs

ADDITIONAL FUNCTIONS

- Perform all FOH/ HOH functions including food preparation, cooking, cleaning, serving and greeting Guests
- Other duties as assigned by supervisor

REQUIREMENTS.

- Must be at least 21 years of age
- Minimum of 2 years full service restaurant experience at a Kitchen Manager or Assistant General Manager level required
- State and local alcohol enforcement, where applicable
- Record of maintaining high standards in restaurant cleanliness, sanitation, food quality, and guest satisfaction
- High school diploma or equivalent required, some college preferred
- Passion for the business and compassion for people
- Highly-Energetic, self motivated, goal oriented and dependable
- Excellent oral and written communication skills, and outstanding leadership, interpersonal and conflict resolution skills
- Basic business math and accounting skills, and strong analytical/decision-making skills
- Basic personal computer literacy
- Must be able to work a flexible schedule including opening, closing, weekends and holidays
- Must be willing to work 55 hours per week. Reliable transportation required
- Serv Safe Certified
- P&L and Sales Building experience preferred

SUPERVISORY RESPONSIBILITIES

- Directly supervise up to 4 salaried managers, and managerial authority for approximately 100 Team Members and their development

WORKING CONDITIONS

- Working around equipment and machinery for up to 10 hours.
- Exposure to extremes in temperature for up to 4 hours (walk-in freezer/ kitchen line).
- Exposure to a loud working environment
- Some exposure to chemicals, fire, gases and odors
- Standard office equipment, including PC, copier, fax machine, printer
- Frequent hand washing required
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PHYSICAL DEMANDS

<u>Daily Activities</u>	<u>Average Hours per day</u>
Sitting	up to 5 hours
Walking	up to 10 hours
Standing	up to 10 hours
Bending	up to 10 hours
Squatting	up to 8 hours
Climbing	up to 8 hours
Kneeling	up to 8 hours
Twisting	up to 8 hours
Repetitive use of hands	up to 10 hours
Simple grasping with hand	up to 10 hours
Power grasping with hand	up to 10 hours
Pushing & Pulling	up to 8 hours
Reaching	up to 10 hours
Lifting	
0-10 lbs.	up to 10 hours
11-25 lbs.	up to 10 hours
26-75 lbs.	up to 10 hours
Carrying	
0-10 lbs.	up to 10 hours
11-25 lbs.	up to 10 hours
26-75 lbs	up to 10 hours

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

I CAN MEET THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT ACCOMMODATION. SHOULD I REQUIRE ACCOMMODATION I WILL CONTACT THE HUMAN RESOURCES DEPARTMENT.	
Team Member _____	Date _____