

Job Description

Resume Required with Application

Title: ASSISTANT MANAGER

Reports to: Owner/General Manager

Summary of Position:

Oversee, coordinate and execute the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

Duties & Responsibilities:

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Assist other staff members to complete opening, closing and prep lists.
- Actively manage other staff members by working hands on in making food, servicing customers and overseeing the coordination of deliveries.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Make employment and termination decisions consistent with General Manager guidelines for approval or review and with their prior consent.
- Fill in where needed to ensure guest service standards and efficient operations.
- Continually strive to develop your staff in all areas of managerial and professional development.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.

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- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Be knowledgeable of restaurant policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Provide advice and suggestions to General Manager as needed.

Qualifications:

- Be 21 years of age.
- High School diploma or equivalent required.
- Have knowledge of service and food, generally involving at least three years of Quick Service Restaurant or comparable business. Including at minimum of 1 year of management experience in that business.
- Possess excellent basic math skills and have the ability to operate a cash register or POS system.
- Qualified candidates must have excellent customer service and employee relation skills.
- Must be willing and able to fill in where needed, including as delivery driver which means having a reliable vehicle and a good driving record.
- Must be detail oriented with the capability to oversee restaurant operations and multiple areas simultaneously in a fast paced environment.
- Must be able to perform under pressure in a high volume restaurant including moving and responding quickly for long periods of time.
- Be able to work in a standing position for long periods of time (up to 10 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must be able to work day, nights and weekends.
- Must have the stamina to work 40 to 50 hours per week.



Please submit resume to: jobs.cappzas@gmail.com

Acknowledgement of Receipt

I, _____, Acknowledge that I've received and reviewed a copy of the attached Assistant Manager job description. I've been given the opportunity to ask questions about the requirements and expectations. I agree to do my best to fulfill these expectations and understand that unsatisfactory performance could lead to disciplinary actions including termination.

Recipient Signature: _____

Date: _____

Presented by: Name: _____ (Print)

Date: _____

Signature: _____

