**General Manager**

Job Description

Employee Name:

Reports to:

CEO

Director of Operations

Department:

Front of House

Position Classification:

FLSA Exempt, Salaried Manager

Job Summary:

The General Manager is responsible for the leadership of all front of house staff, fostering a non-competitive supportive workplace by having agreements in place with your team members around their goals, and encouraging a solution driven mindset. This is a hands-on position, where the majority of your working day will involve on-the-floor teamwork. You are responsible for maintaining budget targets with weekly meetings to confirm your team’s successes. We want to focus on cultivating an environment that focuses on educated service and respect for all. The General Manager partners with the CEO, Director of Operations and Executive Chef to set, meet, and exceed the goals of the business by ensuring alignment with the mission and core values of the Gjelina Group.

The primary responsibility of the General Manager is the successful management of all FOH Managers by delegating responsibilities; agreed upon time frames for completion; ongoing goal setting and regularly scheduled check-ins. These responsibilities include but are not limited to recruiting, hiring, schedules, payroll, accounting systems and cash control, bar, service manuals and training, food and beverage training, CGS, packaging, linens, overall cleanliness and maintenance for a safe working environment (Department of Health and Workers Comp), etc.

Duties & Responsibilities of the Job:

* Oversees all FOH operations to ensure safety, quality, accuracy, efficiency, and profitability
* Upholds a passion for service and an in-depth knowledge of all food and beverage menus
* Communicates clearly and concisely with all supervisors and employees pre-service, during service, and after service
* Ensure that any new dishes or wines on the menu are discussed at pre-shift
* Maintain good relations with the kitchen and give feedback regarding dishes and menu development and customer feedback
* Anticipates and accommodates the needs of your guests
* Establish and maintains relationships with regular guests; and encourage new guests to become regulars
* Oversees the general cleanliness of the entire venue
* Responsible for maintaining the ambience in the restaurant at all times (lighting, temperature, music, furniture, and overall presentation)
* Supervises process for recruitment, interviews, hiring and training of new employees
* Coaches all FOH employee development by setting clear guidelines and agreements; including regularly scheduled job performance check-in’s
* Supervises the execution of regular service, catering, and all in-house and off-site events
* Possess thorough knowledge of operational systems including payroll, inventory, and purchasing
* Regulates all menu & pricing updates online and on the POS; along with all manager-level POS functions
* Responsible for maintaining monthly P&L statements, working closely with the Chef de Cuisine on budgets and goals
* Full knowledge of the Department of Health’s sanitation and safety standards
* Ensures the venue is compliant with all federal, state, and county laws and regulations; along with all Gjelina Group company policies (outlined in the Handbook)
* Ensures all mechanical, plumbing, and electrical systems are in good working order; and arranges maintenance when needed
* Ensure all restaurant service equipment is stocked and up to par



Knowledge, Skills & Attributes:

* Must be organised, self-motivated, and proactive with a strong attention to detail
* Strong hospitality foundation, ability to coach, build a team, problem solve, and leadership skills required
* Experience with finances; P&L statements, annual budgets, forecasting, COGS, and labor models
* Proficient with computers and technology
* Knowledge of all dishes on the menu, to be able to identify them and to know their ingredients
* Knowledge of all beverage items in-house
* Ability to use all relevant items of equipment
* Understanding, knowledge, and ability to comply with safety, sanitation and food handling procedures
* Ability to use the restaurant point of sale system and troubleshoot problems
* Ability to prioritise work activities, provide accurate information and assistance to any management or colleagues’ request in a timely and courteous manner
* Ability to keep calm when faced with any unusual situations
* Ability to perform the essential functions of the job

Physical Demands & Work Environment:

* Must be able stand, lift, bend, and walk for extended periods of time (8-12 hours)
* Must be able to move, pull, push, carry or lift of up to 50 pounds on occasion and 30 pounds regularly
* Must be able to seize, grasp, turn and hold objects with hands regularly and in frequent or repetitive motions
* Must be able to reach items at varying height levels (on shelves, on ground, etc.)
* Occasionally kneel, bend, crouch and climb as required
* Must be able to work in conditions of environmental exposure to cold, heat, water, and cleaning materials.
* Must be able to remain focused in a fast-paced and ever-changing environment
* Ability to work a flexible schedule inclusive of varying shifts such as days, evenings, weekends, and holidays.

Certificates & Training:

* NYC County Approved Food Protection Course
* New York Alcohol Training Awareness Program
* NYC Sexual Harrasment Training
* Must fully understand how to abide by the rules of the Department of Health related to Food Service and Employee + Guest Safety

Accepted & Agreed

This job description is a summary of duties which you as an employee are expected to perform in your assignment. It is by no means an all-inclusive list, rather a broad guide to expected duties. As an employee you must understand that a job description is neither complete nor permanent and may be modified at any time. At the request of management, any employee may be asked to perform additional duties, responsibilities, or projects without notice.

Your signature acknowledges that you have reviewed this Job Description and are prepared to perform the above listed job functions. It also acknowledges that you have spoken to Human Resources or your direct supervisor if you have any questions or concerns regarding this document.

Employee Acknowledgement

I acknowledge that I have read and received a copy of this Job Description and that it has been reviewed with me.

Employee Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_