



Job Description

Job Title: Restaurant General Manager
FLSA Status: Exempt
Reports To: Community Land Trust Consulting Director
Supervises: Restaurant Staff

Position Summary: The Restaurant General Manager will plan and direct all restaurant operations. Maintain high standards of food, service, health and safety, ensure the efficient and profitable business performance of the restaurant and the optimal utilization of staff and resources.

Essential Functions / Responsibilities:

- Develop operating goals and objectives:
- Set and monitor budgets; analyze budget variances and take corrective actions
- Establish and implement financial controls
- Organize and supervise marketing and promotional activities
- Prepare and analyze management reports
- Maintain business results records
- Analyze food and beverage costs and assign menu prices
- Calculate daily restaurant receipts and reconcile with sales
- Ensure cash management procedures are completed accurately
- Identify and estimate food and beverage supply requirements and place orders with suppliers; manage inventory for food and non-food items
- Negotiate purchase prices and develop preferred suppliers
- Develop and implement standard operating procedures
- Co-ordinate restaurant operations during each shift
- Maintain records of health and safety practices
- Determine staffing requirements, recruit and maintain staffing level as needed, train and coach staff
- Manage staff performance in accordance with established standards and procedures; ensure staff know and adhere to established codes of practice
- Develop and monitor staff work schedules on an ongoing basis
- Maintain employee records per established standards and procedures
- Monitor adherence to health, safety and hygiene standards in kitchen and restaurant
- Plan and coordinate menus
- Oversee preparation of food and beverage items; ensure adherence to set recipes
- Ensure quality of food and beverage presentation
- Monitor size of food portions and preparation quantities to minimize waste
- Interact with customers to establish positive customer relations and to ensure all inquiries and complaints are handled promptly
- Determine and execute operating improvements
- Schedule food and beverage deliveries; check quality of deliveries and documentation
- Ensure correct storage of supplies
- Arrange for maintenance and repairs of equipment and services
- Identify and evaluate competitors
- Remain current with trends in the restaurant industry
- Perform other duties as assigned



Core Competency Requirements:

- Quality Decision-Making – make decisions based on facts, desired outcome and potential impact.
- Judgment – willingness to question, explore, form an opinion as to the merits of an issue or situation and then decide on the most effective course of action.
- Problem Analysis and Problem-Solving – use critical thinking in identifying the actual problem, root causes and context, before developing and implementing a solution.
- Planning and Organizing – approach accomplishing work goals and objective by developing strategy and defining desired end results.
- Resource Management – exhibit the ability to define resource need, source and link them and optimize the use of required/needed resources.
- Communication – exhibit effective verbal and written communication in multiples venues and/or settings. Well versed in multiple forms of manual and electronic communications.
- Customer Service Focus – view internal and external customer as optimally important, seeks to identify customer desires and needs; implements programs and processes to address those desires and needs.
- Quality Orientation – constantly strive for quality versus quantity in every aspect of endeavor. Is able to find the right balance between the two.
- Teamwork – view self as part of a team, fosters teamwork with and among others and is willing to take on major and minor roles as part of a team to add to team’s success.
- Adaptability – can change strategy, work processes and procedures, product line, and job specific focus based on business need.
- Flexibility – can easily move back and forth between different job demands, is able to wear “multiple hat” within a defined space or time frame, for long or short periods of time.
- High Energy Level – exhibit the ability to perform at optimal level for extended period of time, able to exhibit behavior that represents mental, emotional and physical engagement.
- Stress Tolerance – ability to remain focus and composed when addressing multiple competing priorities, able to go above and beyond for extended periods of time during high demand periods.

Experience & Qualifications:

- High School diploma or the equivalent required. Associates degree or higher preferred.
- Must be able to read and write fluently in English
- Must demonstrate 2 years previous experience in food and beverage management
- Demonstrated knowledge and experience with managing inventory and cost control is required
- An in-depth working knowledge of non-alcoholic beverages is required; food preparation and presentation is required
- Experience in restaurant/food service staff management and development is preferred
- Demonstrated knowledge of basic accounting principles and practices is required
- Must be able to demonstrate knowledge of planning and forecasting
- Demonstrated knowledge of administrative procedures is preferred
- Must be able to use relevant computer applications (Microsoft word, excel, outlook; restaurant specific software including point-of-sale registers and business metric applications)

Application Instructions:

Please send resume, cover letter and salary expectations in MS Word format to HR@BeyondHousing.org For more information, visit www.beyondhousing.org



The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.