



# Assistant Manager



<b>Title:</b> Assistant Manager	<b>Department:</b> Operations	<b>Reports To:</b> General Manager
<b>Job Code:</b> AM	<b>FLSA Status:</b> Exempt	<b>Date:</b> 8/1/2014

## Job Summary

Manages day-to-day operations of the restaurant; ensures a strong focus on Friendly Folks, Serious Seafood, and Customer satisfaction. Develops, leads, and holds accountable hourly Team Members to attain hospitality, sales and profit objectives while maintaining the highest standards of quality food, beverage, service, cleanliness, organization, and sanitation.

## Supervises/Oversees

- Key Hourly
- All Hourly positions

## Key Performance Elements/Essential Functions

- Lives by a servant leadership philosophy to always serve others first.
- Understands, complies with, and enforces:
  - All Company policies, procedures, and operating standards.
  - All federal/state/local laws and ordinances.
- Clearly communicates to all Team Members and members of the Management team.
- Assists with the inventory, purchasing, receiving, and storage of Company-specified products.
- Effectively and actively manages COGS for food and beverage to meet budgeted expectations.
- Supervises the quality of food preparation, limited time offers (LTO's), and raw product specifications.
- Resolves all Customer complaints, striving for a flawless recovery to build brand loyalty.
- Manages, executes and follows all Certified Training materials and programs.
- Completes Team Member schedules, making sure there are enough Team Members present to cover peak service periods within approved budgetary guidelines, while working toward reducing Team Member turnover and avoiding unapproved overtime.
- Ensures a harassment-free environment for all Team Members and Managers.
- Leads and manages successful, quality shifts by consistently utilizing systems and tools.
- Trains, coaches, and counsels Team Members and facilitates their development.
  - Ensures all Team Members have a development plan in place and follows up continually.
  - Evaluates Team Member performance semi-annually.
- Maintains professional restaurant and Team Member image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Upholds restaurant safety, sanitation, and security standards at all times.
- Ensures building, equipment, furniture and fixtures are in good repair, clean and maintained on a regular basis.
- Ensures that all operations, recipe, specifications books, and training materials are current and maintained.
- Demonstrates P & L awareness and accountability.



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## Delegated Tasks (as assigned by General Manager)

- Manages new hires and changes of status for Team Members to ensure accurate and timely payroll and record-keeping.
- Works with General Manager to hire, supervise, develop, and when necessary, discipline Team Members.
- Drives top-line sales by supporting marketing efforts set by the General Manager, his/her Area Director/Franchise Owner, and/or Director of Marketing.
- Supports roll-outs for new menus, products, and promotions.

## Key Competencies/Characteristics

- Lives our Passion and Core Values.
- Exhibits:
  - Excellent leadership and motivational skills.
  - Excellent interpersonal/listening/communication skills
  - Excellent problem resolution/Customer recovery skills.
  - Attention to detail and analytical skills.
- Outstanding organization and time management skills.
- Inspires cooperation and teamwork through self-confidence, positive attitude, and enthusiasm.
- Is self-disciplined.
- Remains positive and calm under stressful conditions.
- Experienced and proficient in the use of basic computer technology (i.e., POS systems, Microsoft Office programs, etc.).
- Strong commitment to serving others.
- Dependable, trustworthy.
- Creates friendly relationships with our Customers; is genuinely hospitable, warm, and polite.
- Exhibits a neat, clean and professional image at all times.
- Commits to professional and personal self-development.

## Physical Requirements

- Must have sufficient mobility including, but not limited to bending, turning, twisting upper body, reaching.
- Be able to transport and carry objects (such as cases of product and food plates) up to 50 pounds.
- Be able to wipe down prep tables, maintain a clean station area, and pick up any debris off the floor in all areas of the restaurant.
- Must be able to work while standing and moving at a rapid pace as the job requires.
- Must be able to complete the job functions in a variety of temperature ranges, including cold temperatures in the cooler/freezer and warm temperatures in the kitchen area.
- Must meet any federal, state, county, or municipal regulations pertaining to the service of food and beverages.

## Experience Requirements

- Minimum 2 years' experience working as an Assistant Manager in a similar restaurant concept or experience as a successful Shift Supervisor with Fish City Grill.
- Successful completion of Fish City Grill's Management Training Program.