



Kitchen Manager



Title: Kitchen Manager	Department: Operations	Reports To: General Manager
Job Code: AM	FLSA Status: Exempt	Date: 8/1/2014

Job Summary

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

Supervises/Oversees

- All Hourly positions (FOH and BOH) and Key Hourlies

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.
- Conducts the inventory, purchasing, receiving, and storage of Company-specified products.
- Controls the quality of food preparation, limited time offers (LTO's), and raw product specifications.
- Controls the COGS and meets cost expectations.
- Resolves all Customer complaints, striving for a flawless recovery to build brand loyalty.
- Completes the BOH Team Member schedule, making sure there are sufficient Team Members present to cover peak service periods within approved budgetary guidelines, while working toward reducing BOH 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 BOH Team Members and facilitates their development.
 - Ensures all BOH Team Members have a development plan in place and follows up continually.
 - Evaluates BOH 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.
- Creates daily Chalkboard specials that are craveable and fit with the neighborhood.
- Ensures that all operations, recipe, specifications books, and training materials are current and maintained.
- Manages and demonstrates P & L awareness, performance and accountability.
- Focus on COGS Food and BOH Labor Cost.



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Delegated Tasks (as assigned by General Manager)

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

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.
- 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 a Kitchen Manager in a similar restaurant concept or experience as a successful Assistant Manager with Fish City Grill.
- Successful completion of Fish City Grill's Management Training Program.