

JOB DESCRIPTION

Job Title: General Manager
Departments: Operations
Reports To: **Operations Manager / District Manager/ Owner**

Summary

The General Manager is responsible for achieving target profit margins across all departments, while overseeing all operational aspects of the business and providing extraordinary customer service to all 810 guests.

Essential Duties and Responsibilities include but not limited to the following:

- Monitor and maintain target profit margins across all departments.
- Hire, motivate, coach, and retain qualified Management team members.
- Maintain communications with all vendors used for the establishment.
- Maintain compliance with all safety and health department regulations.
- Perform proper record keeping for all hires and invoicing.
- Obtain all required Certifications required by state regulators.
- Monitor and track Inventory and Profit & Loss margins
- Perform bi-weekly payroll.
- Monitor scheduling of staff to ensure labor cost goals are met.
- Greet and interact with customers.
- Check and maintain quality and speed of service.
- Oversee opening and closing shift procedures, any groups, promos, or special events.
- Motivate staff during busy shifts.
- Resolve disputes or problems as they occur.
- Determine staffing needs based upon current & expected business volume. Cut or bring in additional staff as needed.
- Maintains professional and technical knowledge by tracking emerging trends in the restaurant industry; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Accountable for ensuring that day-to-day restaurant operations are aligned with **810 Billiards & Bowling** operating guidelines and standards.

Qualifications

- Cost accounting
- Developing budgets
- Financial planning and strategy
- Decision Making
- Management proficiency
- Managing profitability
- Quality focus
- Verbal communication
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Excellent communication skills.
- Excellent customer service skills.

Educations and/or Experience

- Some college preferred.
- Minimum of 5 years' restaurant management experience required.

Computer Skills

- Ability to understand Microsoft Windows & Apple/iOS environments.
- Ability to operate POS register system.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate and percent.

Reasoning Ability

- Ability to diffuse intense, aggravated situations.
- Ability to apply common sense understanding to carry out simple one- or two-step instructions.
- Ability to deal with people effectively.
- Ability to attract patrons by developing and implementing marketing, advertising, public and community relations programs; evaluating program results; identifying and tracking changing demands.

Other Skills and Abilities

- Establishes restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying and evaluating competitors; preparing financial, marketing, and sales projections, analyses, and estimates.
- Must have excellent teamwork and interpersonal communication skills.
- Must be positive, courteous, energetic, and enthusiastic in all aspects of Customers and Team Member interactions.
- Maintains operations by preparing policies and standard operating procedures; implementing production, productivity, quality, and patron-service standards; determining and implementing system improvements.
- Accomplishes company goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Physical Demands

The physical demands described here are representative of those which must be met by a Team Leader to successfully perform the essential functions of this job.

- While performing the duties of this job, the General manager is regularly required to: stand, walk, stoop, kneel, sit, crouch, or crawl; use hands to finger, handle, or feel; reach with hands and arms; climb and/or balance; regularly lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include distance vision and depth perception.
- Ability to work long hours.

Disclaimer: This information describes the general nature and level of work performed by the General Manager in this job. The description is not designed to be a comprehensive list of all duties, responsibilities, and qualifications required of the General Manager in this job. Reasonable accommodations may be made to qualified disabled individuals for the performance of essential duties and responsibilities.