

# Associate Manager

Employee Name: \_\_\_\_\_

## Position Description & Evaluation - Exempt

**Position Reports to:** General Manager (directly) and Regional Manager and Director of Operations (indirectly)

**Minimum Age:** 18 years old

**Minimum Required Work Periods:** All Holidays and all days, nights & weekends as scheduled

Please read this Position Description carefully as it not only lists the requirements of the duties you must perform but it also lists the results you must produce in order to fulfill your position responsibilities you are being paid for. This Position Description will also be the document utilized to evaluate your performance.

### **Position Summary:**

You are responsible for all aspects of the restaurant; including food and beverage hospitality & quality, sanitation & cleanliness and overall financial profitability. You are to support the front and back of house operations equally. You must validate that all restaurant standards, as outlined in the Perkins Systems & Standards, are being adhered to on a shiftly basis. Your main responsibilities are to maximize sales, guest counts and cash flow within the boundaries established by the Company and while ensuring guest satisfaction at all times.

### **Supervisory Responsibilities:**

- Directly supervises all Team Members and carries out such responsibilities in accordance with the Company's Policies and applicable laws.
- Responsibilities include interviewing, hiring and training Team Members; planning, assigning and directing work, appraising performance, rewarding and disciplining all Team Members, addressing all issues and resolving the same.

### **Education and/or Experience:**

- Knowledge of mathematical & reading skills, sanitation, safety, guest service & common sense required.
- Minimum age as listed above required.
- Restaurant and/or management experience required.

### **Certificates:**

- A current ServSafe Certification is required.

### **Physical Demands:**

- The physical demands described here are representative of those that must be met by you to successfully perform the essential functions of this position and reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- While performing the duties of this position you are regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell and you will be required to sit; climb or balance, stoop, kneel, crouch or crawl. You must regularly lift and/or move up to 50 pounds. **If you need any accommodations or have any restrictions that prohibit you from performing these demands you must notify your Supervisor prior to signing this Position Description.**
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment:**

- The work environment characteristics described here are representative of those that you will encounter while performing the essential functions of this position and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this position you will be frequently exposed to wet and/or humid conditions, toxic or caustic chemicals and extreme heat and you will be exposed to moving mechanical parts, fumes & airborne particles, outside weather conditions, extreme cold, risk of electrical shock and vibration. The noise level in the work environment is usually loud.

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### PEOPLE

Achieved Result - Yes or No				Responsibility to be achieved
1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
				Maintain the required number of qualified employees for each job code issued for your unit.
				Maintain the required number of qualified Certified Trainers issued for your unit.
				Maintain the required number of qualified ServSafe Certified employees issued for your unit.
				Validate each new employee has achieved the proper level of training in accordance with the Perkins Systems & Standards, document the same and send it to the corporate office.
				Prepare and post weekly staffing schedules by job code in accordance with Perkins Systems & Standards.
				Maintain the Perkins Quality Circle Program in accordance with the Perkins Systems & Standards.
				Attend/Conduct weekly manager meetings.
				Effectively communicate information to all employees.
				Ensure all employees are motivated in a positive manner to promote themselves, the Brand and your unit.
				Prepare written evaluations as required for each employee.
				Ensure all employees comply with the policies & procedures as stated in the Company Handbook.

**1st Quarter Comments:**

**2nd Quarter Comments:**

**3rd Quarter Comments:**

**4th Quarter Comments:**

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### SALES

Achieved Result - Yes or No				Responsibility to be achieved
1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
				Produce Net Sales at or above budget.
				Produce Guest Counts at or above budget.
				Attain the required number of surveys, with the minimum required scores, for your unit.
				Acknowledge, accept and resolve guest-lines for your unit within the required time frame.
				Act as a Brand Ambassador and promote your unit by interacting with individuals, groups and businesses within your local community in order to maintain and increase guest counts.

**1st Quarter Comments:**

**2nd Quarter Comments:**

**3rd Quarter Comments:**

**4th Quarter Comments:**



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### IMAGE, CLEANLINESS & SANITATION

Achieved Result - Yes or No				Responsibility to be achieved
1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
				Ensure the Perkins Guiding Principles are upheld.
				Ensure Perkins Systems & Standards are implemented and achieve or exceed the minimum required Quality Assurance Score set by Perkins.
				Ensure compliance with all federal, state & local regulations and laws pertaining to the operation of your food service establishment at all times.
				Ensure compliance with all interior & exterior cleanliness standards in accordance with Perkins Systems & Standards.
				Ensure all preventative maintenance programs are conducted as scheduled and that the vendor performs the required functions outlined in their Agreement.

**1st Quarter Comments:**

**2nd Quarter Comments:**

**3rd Quarter Comments:**

**4th Quarter Comments:**

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### ADMINISTRATIVE

Achieved Result - Yes or No				Responsibility to be achieved
1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
				Ensure all invoices are properly coded & posted and successfully transmit data to Home Office.
				Ensure accurate data is entered into the Nightly Reporting File.
				Ensure each employee's hours and job codes are properly stated in the payroll records and successfully transmit data to Home Office.
				Properly process End of Day and transmit data to Home Office.
				Ensure all new hire paperwork is faxed to the office during an employee orientation.
				Reconcile MAS90 general ledger detail reports to check book detail and PRISM P&L.
				Provide factual information, both financial & operational, to your supervisor as requested.

**1st Quarter Comments:**

**2nd Quarter Comments:**

**3rd Quarter Comments:**

**4th Quarter Comments:**

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The above statements are intended to describe the general nature and level of work required by you in your position with the Company and are not intended to be an all-inclusive list of your required responsibilities, duties and/or skills. The Perkins Systems & Standards Manuals are located throughout the unit, as well as on Perk.Net, for your reference.

### **CERTIFICATION OF UNDERSTANDING OF POSITION RESPONSIBILITIES**

I have read this Position Description and completely understand the requirements and responsibilities contained in it and expected of me.

Furthermore:

- I understand that receipt of this Position Description does not constitute or imply an employment contract.
- I understand that my employment may be terminated with or without cause and/or notice, at any time, at the option of either the Company or me.
- I understand that the Company reserves the right to alter, amend, modify or change any of the responsibilities or other information contained in this Position Description at any time, with or without notice.
- I understand that the Company has a number of Zero Tolerance Policies outlined in the Company Handbook solely because the Company operates a Food Service Establishment and serves a High Risk Population and therefore is regulated by the regulations and laws of the federal and state governments as well as the local Health Department.
- Therefore, I completely understand that my failure to follow every System, Procedure & Policy may cause my employment to end.

#### **When first presented:**

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **1st Quarter:**

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **2nd Quarter:**

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **3rd Quarter:**

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **4th Quarter:**

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_ Date: \_\_\_\_\_