

General Manager Position Description – Exempt

Team Member Name: _____

Reports To: **Regional Manager**

Minimum Age: **18 years old**

Minimum Required Work Periods: **All Holidays; All Days and Nights as Needed**

Summary

You are responsible for all aspects of the restaurant; including food and beverage, sanitation and 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.

Concepts of Position

- ▶ Take Ownership in our \$2.5 million Investment
 - ▶ Ensure you meet or exceed Controllable Income and the overall Financial Plan as set forth by the Company
 - ▶ Ensure weekly Financial Results are communicated and reviewed with your Regional Manager & Managers
 - ▶ Ensure Proper Communication at all levels – including Staff and Guests
 - ▶ Ensure your Managers comply with all Operations Responsibilities on a Shiftly Basis
 - ▶ Ensure your Food Production Manager is accountable to produce results as per their job description
 - ▶ Ensure your Assistant Managers are accountable to produce results as per their job description
 - ▶ Ensure your Guest Service Managers are accountable to produce results as per their job description
 - ▶ Ensure your Shift Leaders are accountable to produce results as per their job description
 - ▶ Maintain Proper Staffing Levels in accordance with Approved Manpower Plan
 - ▶ Ensure Team Members are Properly Trained and Evaluated on Perkins Systems, Standards and Specs
 - ▶ Ensure Food Safety, Sanitation and Safe Work Environment as per State Law
- ▶ **Take Ownership in our \$2.5 million Investment**
 - Portray qualities of being a professional leader; including confidence, intelligence, respectfulness, preparedness, visible and available, active in your Community with various organizations and being held accountable for the results produced by your subordinates.
 - Be proactive in communication at all levels, both inside and outside your unit, with the sole intent on producing additional Top Line Sales and Bottom Line Profits.
 - Be proactive in assisting your subordinates' so they produce the results you hired them for as outlined in their respective job descriptions.
 - Be proactive in marketing your unit to prospective employees by providing thorough, proper and complete training to ensure their success.
 - Market yourself, your team and your unit to the general public with the sole intent on providing a solution to their hospitality and food and beverage needs.
 - You must be financially responsible for the profitability of your unit.
 - You are required to perform and ensure that all the operational procedures are followed on a shiftly basis as defined and outlined by Perkins in the Basix, Guest Service, Food Production, Systems, Standards, Menu, Bake and Prep Spec Books & Manuals.
 - You are solely responsible, on a shiftly basis, to:
 - Ensure station rotation charts are prepared and followed, Ensure schedules are prepared and maintained in accordance with Perkins CPH Standards, Order all necessary Restaurant Supplies within the approved Financial Plan, Create and maintain a positive work environment in your unit, Ensure cleanliness interior and exterior and Maintaining all administrative functions such as Transmitting data to Home Office, Taking restaurant deposits to the Bank, Reviewing any emails, Responding to the Guest Line Experience Program
- ▶ **Validate your Food Production, Assistant & Guest Service Managers and Shift Leaders Performance**
 - Validate and ensure that the Food Production, Assistant & Guest Service Managers and Shift Leaders are achieving his or her job responsibilities on every shift as outlined in detail in the Food Production Manager's Job Description, including but not limited to:
 - ▶ Take Ownership in Running a \$2.5 million Business
 - ▶ Establish and Maintain Proper Staffing Levels for all Positions
 - ▶ Train and Evaluate Team Members on Perkins Standards, Systems and Specs
 - ▶ Maintain Food Safety, Sanitation and a Safe Work Environment
 - ▶ Ensure that Kitchen & Equipment is Clean at all Times
 - ▶ Enforce Perkins Cooking and Menu Standards
 - ▶ Attain Food Cost within 1% of Theoretical
 - ▶ Purchase Product and Supplies within Financial Plan
 - ▶ Ensure Proper Receiving & Storage Practices of Product and Supplies
 - ▶ Enter invoices/inventory into PRISM and verify all AP Transmittals
 - ▶ Attain Financial Results by Analyzing PRISM & Corporate P&L's
 - ▶ Attain Sales Forecast
 - ▶ Attend to all Guest Compliments and Concerns
 - ▶ Ensure 100% Compliance in Cash Management
 - ▶ Develop and maintain an effective marketing plan
 - ▶ Recommend the Purchase of Product and Supplies within Financial Plan
- ▶ **Maintain Proper Staffing Levels in accordance with Approved Manpower Plan**
 - Validate that your managers are actively sourcing and interviewing qualified candidates to fill positions in order to maintain the required staffing levels in accordance with the written Manpower Plan established by you and approved by your Regional Manager.
 - Ensure that no overtime is incurred in any position by properly performing the above duties.

► **Ensure Team Members are Properly Trained and Evaluated on Perkins Standards, Systems and Specs**

- Ensure that each Team Member is properly trained by the Company's Training Unit and is validated in writing using Perkins Itineraries.
- Validate by observation that each hourly Team Member is adhering to all Perkins Systems & Standards.
- Validate by observation that each level of management is adhering to all Perkins Systems & Standards.
- Prepare and review semi-annual written evaluations of each Team Member, using Company provided documents, in a professional manner, providing specific results of the goals and responsibilities of that Team Member and whether or not the responsibilities were achieved.
 - Evaluate Team Members on a routine basis to determine that all Perkins Standards, Systems & Specs are being followed in accordance with the respective written Perkins Manuals.
 - Ensure that all Team Members adhere to all Company policies and procedures at all times, including but not limited to dress code, attendance and professional communication.
- Provide Team Members with routine counseling, discipline and constructive criticism as needed in order to maximize desired performance from that individual.
- Conduct management meetings with all Management Team Members on a weekly basis discussing all pertinent operational details.
- Conduct meetings with all hourly Team Members on a quarterly basis discussing all pertinent operational details.

► **Ensure Food Safety, Sanitation and Safe Work Environment**

- Validate that your Management Team members are all ServSafe Certified to ensure that they are knowledgeable in recognizing any and all food safety hazards and are able to be proactive in eliminating the same.
- Foster an environment whereby your managers develop and train Certified Trainers in their units so as to enhance their professional development by becoming ServSafe Certified.
- Validate that Health Department inspections are handled promptly. Correct any and all situations where an unsafe work environment or food handling practice may be present.
- Validate that your managers handle safety in the units properly and report any and all incidents immediately to the proper people.

► **Ensure Proper Guest Communication**

- Validate that your Management Team is properly responding to guest complaints and issues and ensure maximum guest satisfaction at all times. Direct your Management Team in ensuring the unit's compliance to productivity and service standards with a sufficient number of well-trained and productive team members in order to service our guests to CPH Standards.

► **Direct Managers on Operations Responsibilities**

- Direct your Management Team in planning and analyzing the administration and operations of the restaurant including analyzing the unit's manpower, ensuring sufficient development and training of all team members, scheduling of team members within acceptable financial limits and that schedules provide adequate coverage throughout the work week based on acceptable CPH levels approved by your Regional Manager.
- Implement the Perkins System Marketing Windows, pricing provided by and approved by the CEO, and direct your Management Team in training their staff on the same and implement Perkins Non-System Marketing Windows, as approved by the CEO, and direct your Management Team in training their staff on the same.
- Perform Quality Assurance Audits to ensure that your Management Team is running your units in accordance with Perkins Systems and Standards and Corporate Policies and Procedures.
- Direct your Management Team to ensure that proper maintenance of the facilities and equipment are adhered to through preventative maintenance, energy conservation, repairs, security measures and that safety and sanitation requirements are met.
- Validate that your Management Team is properly trained in the use and operation of the Perkins PRISM software and Micros 3700 reports and tools.
- Validate that your Management Team Members comply with all Corporate Policies and Procedures in a uniform and consistent manner, unit by unit and validate that hourly Team Member schedules are prepared within CPH guidelines.

► **Ensure Financial Plan is attained at Unit Level**

- Ensure the Management Teams implement Perkins System Standards to meet financial plans approved by the CEO.
- Meet each week with Management Teams and review financial performance and additional ways to improve cost controls.
- Establish Guest Check Average goals and suggestive selling programs in order to obtain financial plan. Establish Local Store Marketing (LSM) Plans and present to CEO for approval so as to increase guest traffic.
- Ensure Management Teams are reporting complete and accurate financial data to the Corporate Office.
- Assist the Management Teams in meeting weekly sales and labor projections consistent with the financial plan. Quantify in terms of dollars (\$) the amount of waste, over prep, theft and mistakes made by cooks not following Perkins Standards.
 - The Theoretical Food Cost Detail / Summary Report will indicate which items on your menu have the largest variance between actual food cost and theoretical food cost (referred to as the GAP).
 - By ensuring that all Food Production Managers follow the guiding principals contained in the Quick Steps and Quick Specs Manuals you will attain a Food Cost GAP of 1% or less.
- Ensure that managers are utilizing the Perkins Checkbook System to order and track all non-food and food and kitchen supply purchases on a daily basis or as needed (also known as declining budgets).
- Discuss all Purchasing Bulletins in order to ensure proper invoice pricing.
- Discuss all Distributor Audits, as well as all other audits completed by corporate when issued, when you track future credit memos to be issued to store's P&L's.
- Ensure the Company produced P&L agrees to the PRISM P&L by verifying all information with management staff. Balance PRISM P&L's to the MAS90 Company general ledger detail reports and notify office of any corrections which need to be made.

► **Weekly Financial Reporting Requirements to your Regional Manager and Management Team**

Financial

- Provide a (an) Analysis of net sales, guest counts and GCA, Explanation of Profit & Loss Statements; actual vs. budget, Computation of Cash Flow, Statistical summary of trends of Labor Gap Analysis, Statistical summary of trends of CPH, Summary and explanation of Product Menu Mix, Food Cost Analysis, Guest Comps, Walk-Outs, Voids

Personnel

- Provide a current list of the names and phone numbers of all Team Members and their position, Summary of Certified Trainer levels (quantities) by Job Code, Summary of overall morale of Team Members, Summary of upcoming Paid Time Off and/or requests for time off, & Managers in training

Operational

- Perkins System Standards:
 - Review all Marketing Windows by unit including System Window or Voluntary Window, Timing of Window, Quantities Sold to Date, Pricing and Participation Levels
 - Review Recent internal quality assurance audit results and related action plans, Recent quality assurance audits by the Franchise Consultant and related action plan, Recent Empathica Responses and the related outcome of any investigation
 - Review any and all know issues and/or problems involving the Micros 3700 Point of Sale System; both hardware and software
 - Review the most recent inventory levels by unit, trends of food costs and local and national supplier issues affecting the unit
- Guest Relations - Review Total number of guest comment cards received for Breakdown of type of complaint Service Related, Food Quality Related, Cleanliness Related, Other, Total number of Perkins Guest Line Complaints received, Breakdown of type of complaint Service Related, Food Quality Related, Cleanliness Related, Other
- Physical Plant - Review Cleanliness issues, Preventative Maintenance schedule issues

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.

QUALIFICATIONS

- To perform this job successfully you must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and it is your responsibility to notify the Payroll Department **and** your Regional Manager as to any disability you may have

EDUCATION and/or EXPERIENCE

- You must have knowledge of basic mathematical & reading skills, sanitation, safety, guest service & common sense
- You must have attained the minimum age requirement as listed on page one (1) of this Job Description
- You must have restaurant and/or management experience

CERTIFICATES, LICENSES AND REGISTRATIONS

- You must have reliable transportation in order to ensure you arrive on time for your scheduled shift and are able to work the entire scheduled shift without exception

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 job and reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions
- While performing the duties of this job 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
- Specific vision abilities required by this job 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 job and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- While performing the duties of this job 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

The above statements are intended to describe the general nature and level of work required by you in this position and they are not intended to be an all-inclusive list of your required responsibilities, duties or skills. These statements may be modified periodically by the Company but no one else for any reason.

CERTIFICATION OF UNDERSTANDING OF JOB RESPONSIBILITIES

I have read this job description and completely understand the requirements and responsibilities contained in it and expected of me. Furthermore:

- I understand that receipt of this job description does not constitute or imply an employment contract
- I understand that my employment and compensation may be terminated with or without cause and/or notice, at any time, at the option of either the Company or myself
- I understand that the Company reserves the right to alter, amend, change or terminate any of the responsibilities or other information provided in this job description at any time with or without notice
- I understand that the Company has a number of Zero Tolerance Policies outlined in this Job Description as well as the Company Handbook solely because the business is considered High Risk to the General Public by the NYS Health Department and Food & Drug Administration (FDA) and that my failure to follow all required Systems & Standards may put the General Public at risk and therefore my failure to follow every System & Procedure may cause my termination of employment
- I understand it is my responsibility to read and perform all the duties and procedures outlined in this job description in order to remain employed. I have familiarized myself with the information in this job description and will seek clarification if needed
- I understand that the information contained in this job description is in outline form with specific responsibilities and that I can obtain further information from the training manuals, my manager or from the Payroll Department

Team Member Signature: _____

Effective Date: _____