

Guest Service Manager Position Description – Exempt

Team Member Name: _____

Reports To: General Manager

Minimum Age: 18 years old

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

Summary

Manages entire Front of House Operations including the hourly team members in order to directly achieve Unit Planned Sales, Labor Cost and Direct Operating Expenses and indirectly achieve Unit Planned Net Sales and Cash Flow.

Adheres to and enforces Company policies, procedures, programs and performance standards in accordance with all written Perkins System and Spec Manuals and Company documents.

Concepts of Position

- ▶ 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 Cleanliness, Sanitation and a Safe Work Environment
 - ▶ Attain Sales Forecast
 - ▶ Attend to all Guest Compliments and Concerns
 - ▶ Ensure 100% Compliance in Cash Management
 - ▶ Develop and maintain an effective marketing plan
 - ▶ Attain Financial Results by Analyzing PRISM & Corporate P&L's
- ▶ **Take Ownership in Running a \$2.5 million Business**
 - As Manager in Charge of a \$2.5 million business you are required to take ownership and display all the necessary qualities of being a professional manager. You are responsible for the overall financial success and operation of your restaurant including your team members.
 - You are required to perform all the operational aspects of setting up the business to be successful each day (when opening) and also at night (when closing).
 - It is your sole responsibility to ensure that all operational and administrative policies and procedures are performed successfully without exception. These include, but are not limited to:
 - Maintaining all operational functions such as:
 - Establishing station charts for the day
 - Reviewing team member schedules for the day
 - Adjusting schedules **based on the needs of the business**
 - Fostering a positive work environment and attitudes of your team members
 - Proper Facility Management both interior and exterior
 - Maintaining all administrative functions such as:
 - Transmitting data to Home Office
 - Taking restaurant deposits to the Bank
 - Reviewing any emails
 - Accepting the Guest Line Experience Program
- ▶ **Establish and Maintain Proper Staffing Levels**
 - Actively source and interview qualified candidates to fill positions in order to maintain the required staffing levels in accordance with written Manpower Plans mutually established with the General Manager.
 - By following proper interview techniques determine which candidates have the previous experience and knowledge necessary to perform the job duties they are applying for and you are hiring them for.
 - Your goals must include:
 - Hiring for the long-term so that the Company benefits from the team member's knowledge and experience over a period of years; not days or weeks.
 - Training for the long-term success of the team member so that they too may benefit from their employment with the Company by advancing through various positions and pay rates.
 - Ensuring that you do not terminate the team member because they were not qualified when you hired them or you did not invest the proper time in training them; which would ultimately lead to you having to pay them unemployment insurance.
 - Once a candidate is determined to be qualified for a position you are to present a schedule of the candidate's orientation and training program and rate of pay based on the Average Wage Rate (Range) for that position which all should be noted on that Team Member's Hourly Interview Guide.
 - Establish and maintain proper scheduling of staff in order to achieve the Planned CPH (Customers per Labor Hour) for each job code position.
 - Ensure that no overtime is incurred in any position by properly performing the above duties.
- ▶ **Train and Evaluate Staff on Perkins Standards, Systems & Specs**
 - Ensure that the training program established for each Team Member during training and orientation is validated in writing using Perkins Itineraries.
 - Prepare and review annual written evaluations of each Team Member in a professional manner providing specific results of the goals and responsibilities of that Team Member and whether or not the responsibilities were achieved.
 - Provide Team Members with routine counseling, discipline and constructive criticism as needed in order to maximize desired performance from that individual.
 - Conduct shift meetings with all Team Members on a daily basis and ensure that Certified Trainers are conducting the same during your absence.

- 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.

▶ **Maintain Cleanliness, Sanitation and Safe Work Environment**

- Must maintain a current and validated ServSafe Certification for yourself to ensure that you 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 Certified Trainers are also able to enhance their professional development by becoming ServSafe Certified with your direct involvement and assistance in teaching the principals of food safety and sanitation.
- Follow all written Company Policies to ensure that proper cleanliness/sanitation standards in all Guest access areas are maintained in accordance with Perkins Systems and Standards.
- Insist that all Team Members wear slip resistant shoes in order to be proactive in providing a safe work environment.
- Correct any and all situations where an unsafe work environment or food handling practice may be present.
- **Insist and ensure that all equipment, floors and surfaces are dry, clean and safe so as to avoid a team member having a potential work related accident.**
 - **If a work related accident were to occur in your area you would loose the productivity that team member contributed to your front of house.**
 - **You would also pay workers compensation for any lost time that team member had; which would in turn cause your workers compensation insurance to rise on all other team members in the Company.**
 - **You would then incur additional expense in having to train new team member(s) to replace the injured worker.**
 - In the event of a work related accident you are to immediately:
 - Complete proper and complete documentation on any accident involving a Team Member, including very specific details as to how and why the incident occurred.
 - Notify your supervisor and/or Director of Operations.
 - Send the documentation to the Human Resource Department within twenty-four hours of the incident; via facsimile, hand delivery, telephone call or any means necessary in order to communicate the incident.

▶ **Attain Sales Forecast**

- Ensure that table turns are within goals
- Lead and maintain Bakery and Retail Sales
- Ensure discounts are justified and within budgetary limits
- Achieve or exceed planned Guest Check Average
- Maintain expeditor program during peak business flow
- Maintain proper station charts and levels of service in the dining room 100% of the time
- Ensure music, temperature, and lighting is maintained to enhance Guest Service
- Personally maintain 100% visibility, Awareness, and Communication within the Front of House

▶ **Attend to all Guest Compliments and Concerns**

- Table touching must be conducted continually
- Accept all guest line issues
- All Guest comment cards must be addressed within twenty-four (24) hours
 - Team Members should be recognized publicly for great service
 - Team Members should be counseled privately for poor service and retraining conducted if necessary
- Ensure use of the AAA method by all FoH staff.

▶ **Ensure 100% Compliance in Cash Management**

- Ensure proper assignment of all Cashier cards
- All voids must be completed to company standards; counseling/retraining should occur, as required
- All discounts must adhere to company policy; counseling/retraining should occur, as required
- Verify all monies in all safes
- Verify accurate information is received on each cashier drawer report
- Verify all credit card receipts are present and in order for processing to the corporate office.
- Verify and process all gift certificates and other forms of tender appropriately
- Ensure banking is accurate and timely

▶ **Develop and Maintain an effective Marketing Plan**

- Work with the General Manager to develop an effective marketing plan for your location, as required
- Outreach with local organizations and community groups to generate awareness of our company and our products/services

▶ **Attain Financial Results by Analyzing PRISM & Corporate P&L's**

- Ensure the Company produced P&L agrees to the PRISM P&L by verifying all invoices on the AP Transmittals balance to the MAS90 Company general ledger detail reports; notify office of any corrections which need to be made.
- Review reports and compare line by line to the Company P&L to determine where to focus your efforts on controlling costs.
- Analyze operating expenses that are directly and indirectly related to guest related expenses and guest related profitability.

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 General 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: _____