



Restaurant Manager

Job Title: Shift Manager
Department: Non Management
Reports To: Chef
General Manager
FLSA Status: Non-exempt
Revised: October 2019

Position Purpose: Responsibility to solve problems seeks help from others when appropriate and is willing to provide help and guidance to others.

Essential Duties and Responsibilities:

- Trains employees to company standards. Actively supervises, motivates and disciplines employees.
- Ensures that all opening and closing check lists are performed and followed each shift.
- Ensures proper staffing for every shift in order to control labor costs.
- Plans and executes reservations & banquets to ensure quantity and quality control to provide a consistent product to the guests of SBC.
- Sets excellent customer service and work examples.
- Actively participates as a member of the management team.
- Ensures that all staff are educated on menu items contents to ensure special ordering requirements and compliance.
- Manages staffing levels throughout shift.
- Oversees product & bar cost to budgetary requirements.
- Ability to remain calm and effective during times of pressure and stress. Ability to problem solve with other team members in a professional and polite manner.
- Ability to be self-motivated and take direction as required.
- Performs additional responsibilities, although not detailed, as requested by the General Manager or Director of Operations at any time.

Food safety and planning:

- Enforce sanitary practices for food handling, general cleanliness, and maintenance of work areas in order to eliminate cross contamination.
- Ensure that any special ordering requirements are met to the highest standard not limited to the elimination of allergens (peanuts, peanut oils or others) or other special needs of guests such as diabetics, vegans or other special health concerns.
- Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Understanding of federal, state and local liquor laws.

Operational responsibilities:

- Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event a customer or employee is injured.
- Does not consume alcohol before or during a work shift.
- Report complaints concerning food quality and service to server and/or other managers.

Qualifications:

- A minimum of two years in food service position and/or management experience.
- Commitment to quality service and food and beverage knowledge.
- Demonstrates strong leadership skills and is a team player.
- Valid Missouri Drivers License or other state identification as required for employment.
- Ability to read and interpret documents such as safety rules, instruction, and procedure manuals.
- Knowledge of kitchen operation, sanitation procedures and dish machine operation.
- Ability to work in a team environment. Must be self-motivated with demonstrated problem solving skills.

Work Environment:

- Standing, walking and cleaning 100% of the time.
- Direct contact with guests, other team members and managers.
- Must be able to work with minimal supervision.
- Travel as required to maintain training, certifications or updated skills.
- Hours may vary if server is needed to fill in for his/her fellow team members or if emergencies arise.
- Ability to perform all functions at the restaurant level, including delivery when needed.
- Position requires prolonged standing, bending, stooping, twisting, and lifting products and supplies weighing up to 50 pounds, and repetitive hand and wrist motion.
- Must be able to hear with 100% accuracy with correction and see 20/20 vision with correction.
- Must be able to work with products that are cold, hot and/or hazardous.