

General Manager

POSITION SUMMARY:

Provides overall leadership, supervision and direction on strategic initiatives and operating standards to positively impact business results for selected FOH or BOH areas under guidance of the Management Company or other duties as assigned.

Responsibilities:

JOB RESPONSIBILITIES:

People: Hire, train, and develop team

- Cultivates a strategic team environment that provides exceptional guest service while directing the team and ensuring all staff members perform at a high level.
- Assists in the process of interviewing, hiring, and orientating quality candidates to ensure exceptional guest service and moral.
- Communicates with Managing Board and other Managers on staffing needs.
- Ensures and assists in the execution of all training programs, and ensures that all employee feedback systems are fully in place.
- Ensures staffing levels and management coverage is appropriate to meet the needs of the business and ensure excellent guest experience.
- Promotes positive employee relations ensuring compliance with operational standards, and execution of management processes.
- Ensures that meetings are executed as required in an effective and efficient manner.

Profits: Maximize Profitability (drive sales and control costs)

- Analyzes financial reports and develops and implement action plans to maximize revenue and control expenses in order to meet or exceed annual budgets for each department, providing recommendations to the Board on maximizing efficiency.
- Maintains systems which ensure overall fiscal responsibility for inventory, ordering, storage, usage, etc. Ensure the use of industry best practices.
- Is responsible for all aspects of the operation to facilitate the fulfillment of financial goals and company initiatives.
- Continuously improves operational execution through attention to detail and adherence to operating standards and philosophies, maximizing profits and minimizing costs with a focus on continuous improvement.

Sales: Manages budget and business plan to meet targeted financial performance

- Sets department goals by period for individual area.
- Capitalizes business opportunities in the market area by executing Company marketing strategies to drive sales.

- Ensures the execution of private events to maximize sales and increase the guest experience.
- Administers decisions around all store sales and performance incentive programs.

Members: Consistently meet the standard for the guest service

- Delivers an exceptional guest experience through the best combination of games, food, and drinks in a clean safe environment.
- Coaches and develops managers on operational standards to ensure exceptional guest service.
- Manages and resolves guest comments and concerns on an ongoing basis. Recognizes problems before they occur and addresses issues in a quick highly competent manner.

QUALIFICATIONS:

Education:

Bachelors degree preferred or 2 years equivalent work experience.

Knowledge/Skills:

Individual must have experience with operations of high volume restaurant or entertainment center.

Work Experience:

3+ years management experience within an casual dining concept, , social club or high volume restaurant.

PERSONAL CHARACTERISTICS:

- Demonstrated ability to achieve superior financial results.
- Holds self accountable to high personal standards of conduct and professionalism.
- Excellent coaching and staff development skills.
- Respect for individuals (customers, vendors, and employees).
- Demonstrated ability in creating and communicating a vision.
- Open to feedback and self improvement.
- Dressed in proper dress code requirements, looking neat, clean and professional at all times.
- Exercises good judgment and decision making skills.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the team member will regularly be required to:

- Work days, nights, and/or weekends as required.
- Work in noisy, fast paced environment with distracting conditions.
- Move about facility and stand for long periods of time.
- Read and write handwritten notes.
- Lift and carry up to 30 pounds.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.

**REVIEW OF APPLICATIONS WILL BEGIN IMMEDIATELY AND WILL
CONTINUE UNTIL THE DESIRED CANDIDATE IS FOUND**