

# General Manager Job Description

## **Reports too:**

Operations Director

## **Direct Reports:**

Assistant Manager

Supervisors

Floor/Bar Team

Our General manager is responsible for leading all team members in the efficient and profitable operation of the venue. You are responsible for managing the day-to-day venue operations, maintaining high venue standards and conditions and fostering a positive environment, which provides consistent fast, efficient and friendly service ensuring a 'Quality Experience' for both our customers and team members.

The General Manager sets the tone and creates the personality of the venue by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices and a demonstrated commitment to our House Rules.

## **Main Duties & Responsibilities**

- Weekly Profit & Loss Management reporting
- Stock Control and Ordering within budgets
- Rota Management and ensuring that staff costs is within budget.
- Adopts our "immediate information" ethos via our online management platform
- Develops and executes sales and profit plans that are in-line with budgetary goals.
- Ensures and is accountable for profitability of the venue by growing sales and controlling costs of goods, stock levels, labour, supplies and expenses.
- Maintains and utilizes daily, weekly, quarterly and annual financial reporting tools.
- Oversees all cash and payment management functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures.
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- Maintains a spotlessly clean and attractive venue.
- Marketing - Plans, executes and communicates all sales promotions and new product information effectively and efficiently to staff and customers.
- Identifies staffing, recruiting, interviewing, hiring, and training needs of qualified candidates.
- Promotes and practices safe work habits, identifying and resolving potential safety

hazards, operational inconsistencies, any team member well-being concerns or customer incidents.

- Document's accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment. Conducts monthly safety meetings ensuring team member compliance in all safety initiatives and is responsible for having everything up to date and documented.
- Is the Role Model for all team members.
- Pro-active in solving customer problems and satisfying customers in various situations.
- Ensures that all team members are committed to our ethos.
- Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis.
- Consistently monitors, coaches and encourages team members to meet the company's service standards.
- Assesses and provides adequate staffing to provide efficient and friendly, superior service.
- Ensures that all company drink recipes and procedures are followed, maintaining the highest quality and consistent product standards.
- Ensures that all company food offerings maintain the highest quality.
- Ensures that all team members are educated on our products and services, by developing an understanding of our various types of products.

### **Training & Development**

- Ensures all training is on our online platform and accessible to the required team member prior to them needing it.
- Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Demonstrates the ability to lead and effectively communicate House Rules and Operating Procedures.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training to perform their role efficiently.
- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly via documented appraisals.
- Any other duties as required.

## **Experience & Qualifications**

Our General Manager will ideally have the following skills and experience:

- Previous experience in a similar role in a fast-paced environment
- Personal Licence Holder
- Strong understanding of business operations and profit and loss reports.
- Passion for Hospitality and providing excellent Customer Service.
- Have an entrepreneurial spirit with a passion to maximising sales and team development.
- Have excellent communication skills and adaptability to an ever-changing environment due to the different challenges that may arise.
- Be focused on quality and ensuring that the products we provide are of a consistent high quality, and staff are thoroughly trained on the product knowledge.