

# Job Description

**Title:** Service Manager

**Reports to:** General Manager

**Overtime:** Exempt

## **Summary of Position:**

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Oversee and coordinate the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

## **Duties & Responsibilities:**

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- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Ensure that all guests feel welcome and are given attentive, friendly and courteous service at all times.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Make employment and termination decisions consistent with General Manager's guidelines for approval or review.
- Fill in where needed to ensure guest service standards and efficient operations.
- Continuously strive to develop staff in all managerial and professional areas.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Know each crew member's name and genuinely greet and interact with crew throughout every shift.
- Understand alcohol, food and labor cost management and works to improve results through system management.

- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Be knowledgeable of restaurant policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Provide advice and suggestions to General Manager as needed.

### **Qualifications:**

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- College degree.
- Previous hospitality industry experience.
- Be able to communicate and understand English.
- Have knowledge of service and food and beverage, generally involving at least three years of front-of-the-house operations and/or assistant management positions.
- Possess excellent basic math skills and have the ability to operate a cash register or POS system.
- Be able to work in a standing position for long periods of time (up to 8 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Should expect to work 50 hours per week.