

## RESTAURANT GENERAL MANAGER

**Department:** Operations  
**Reports to:** Area Coach (AC)  
**Employment Type:** Salary, Exempt  
**Work Location:** On-Site at Assigned Restaurant Location(s)

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### **POSITION SUMMARY:**

The Restaurant General Manager (RGM) is the cornerstone of our restaurant's success. The RGM is responsible for leading all aspects of restaurant operations including people, performance, guest experience, and profitability while ensuring high standards of food quality, service, and cleanliness. The RGM builds a high-performing team to achieve financial targets and enhance the guest experience. They are responsible for fostering a culture of excellence rooted in our core values: Positive Energy, Accountability, Recognition, and Servant Leadership. The role combines leadership, operational management, and strategic planning to drive the success of the restaurant. The ideal candidate is a strategic thinker, inspiring leader, hands-on operator, and tireless champion of guest satisfaction and team development.

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### **DUTIES & RESPONSIBILITIES:**

- **Leadership & Staff Development:**
  - Recruit, hire, and train staff members for all positions in your restaurant
  - Lead and motivate, restaurant staff.
  - Ensure compliance with all company policies, procedures, and safety standards.
  - Foster a positive work culture, spread joy, and maintain high morale among staff.
  - Promptly resolve conflicts and handle employee relations issues as they arise.
  - Provide regular coaching, feedback, and recognition to grow team members and ensure operational excellence.
  - Conduct performance evaluations, manage promotions, corrective actions, and succession planning.
  - Foster a team-oriented environment with open communication, accountability, and high morale.
  - Lead by example to model and always promote company core values and brand standards.
- **Daily Operations Management:**
  - Oversee daily operations, ensuring efficient and smooth functioning.
  - Monitor daily and weekly inventory, order supplies, and maintain food cost controls.
  - Maintain high standards of food quality and presentation.
  - Ensure that health, safety, and sanitation regulations are consistently followed.
  - Complete weekly schedules.
  - Handle customer complaints and feedback promptly and professionally.
  - Complete customer satisfaction walks during peak and non-peak hours, resolving guest and team issues quickly.

- Ensure the restaurant is always guest-ready — clean, well-stocked, and properly staffed.
- **Financial Management:**
  - Manage the restaurant's P&L, budget, and key performance metrics including labor, operational costs, and performance trends.
  - Monitor financial performance and work toward meeting or exceeding revenue targets.
  - Oversee cash handling and deposits (if applicable), processing transactions, and maintaining accurate financial records.
  - Partner with Area Coach (AC) to develop and execute action plans to improve sales, profitability, and operational efficiency.
  - Monitor inventory, ordering, and waste control practices to maintain cost-effective operations.
- **Guest Experience:**
  - Ensure high levels of customer satisfaction through excellent service and quality control.
  - Address and resolve guest complaints, concerns, or special requests with urgency, empathy, and professionalism.
  - Cultivate and maintain a welcoming atmosphere to encourage repeat business.
  - Implement systems and training to continuously improve hospitality and satisfaction scores.
  - Stay updated with industry trends to continuously improve service standards.
- **Marketing & Community Engagement:**
  - Implement marketing strategies to promote the restaurant within the local community.
  - Build and maintain relationships with customers, vendors, and the community.
  - Participate in local or regional events to increase brand visibility and grow the customer base.
- **Compliance & Administration:**
  - Ensure compliance with all local, state, and federal regulations, including health and safety laws.
  - Conduct regular audits of restaurant operations to ensure compliance and efficiency.

#### **KEY COMPETENCIES:**

- Positive Energy: Demonstrates a consistently optimistic, enthusiastic, and solutions-oriented mindset.
- Accountability: Owns decisions and outcomes; inspires team accountability through example and expectation.
- Recognition: Celebrates team wins and individual achievements; builds a culture of appreciation.
- Servant Leadership: Leads with empathy, humility, and a commitment to developing others.
- Business Acumen: Understands restaurant P&L, KPI drivers, cost management, and goal setting.
- Communication: Delivers clear, honest, and motivating messages to team and leadership.
- Time Management: Effectively prioritizes tasks and balances competing demands in a fast-paced environment.

- Operational Discipline: Executes brand standards with consistency and attention to detail.

#### **SKILLS & QUALIFICATIONS:**

- Must be at least 21 years old.
- High school diploma or equivalent required; a degree in hospitality management or business is preferred.
- At least 1 year experience in restaurant management or a related role, with a proven track record of leadership and successful operations required.
- Must have or be willing to obtain any required food handler's certification for respective state/local area.
- Must be able to fluently speak, write, and understand English.
- Must be able to successfully pass a background check and Motor Vehicle Report (MVR).
- Must possess a valid driver's license.
- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Proven financial management, cost control, and budgeting skills.
- Strong organizational and multitasking abilities.
- Knowledge of health/food safety, restaurant operations, and customer service principles.
- Ability to handle high-pressure situations.

#### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS:**

- Must be able to work at least 50 hours per week and across nights, weekends, and holidays as business needs dictate.
- Fast-paced, guest-facing environment requiring multitasking and frequent decision-making.
- Must be able to stand and walk for extended periods (10+ hours per shift).
- Must be able to lift, carry, and move up to 50 lbs.
- May be exposed to heat, cold, cleaning chemicals, and sharp kitchen equipment.
- May be required to travel occasionally for meetings, training, or support. Ability to handle stressful situations and adapt quickly to changing conditions.

#### **COMPENSATION & BENEFITS:**

- Competitive salary and performance-based incentives
- Comprehensive health and wellness benefits
- Retirement plan with company match
- Paid time off (PTO)
- Opportunities for professional development and career advancement