

- Ensure staff is delivering exceptional customer service and maintain high food and service standards.
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Report to management regarding sales results and productivity
- Facilitates the flow of information throughout the organization by presiding over scheduled meetings with the members of the leadership team as assigned.
- Provides support and leadership direction to individuals directly reporting to this position in accordance with the organizational structure.
- Ensures all employees within areas of responsibility receive fair and equitable treatment with regard to their respective terms and conditions of employment.
- Understands and monitors all computerized systems utilized by operational and support departments.
- Other duties as assigned.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Business Management/Hospitality Management or related area from a four-year college or university
- Or six to eight years experience and/or training; or an equivalent combination of education and upper level management experience within specific area of responsibility is required.
- Must obtain the Serve Safe Certification within 3 months of hire.

SPECIAL QUALIFICATIONS:

- Must have a thorough understanding of health and safety guidelines.
- Must have excellent written and/or verbal communication skills.
- Ability to communicate effectively.
- Exhibit excellent communication skills.
- Demonstrates excellent interpersonal and customer service skills.
- Personnel management experience in a restaurant setting.
- Must have the ability to spot and resolve problems efficiently.
- Ability to diffuse situations involving frustrated customers.
- Experience with effective leadership techniques, delegating multiple tasks, decision-making, and staff development.
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS).
- Must be willing to work flexible schedules including nights, weekends and holidays and fill in for any position.
- A minimum of three (3) years of upper level leadership experience in food and beverage management would be preferable.
- Positive attitude, professional manner and appearance in all situations.
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

SUPERVISION EXERCISED:

- Lead Dining Attendant
- Dining Attendants
- Lead Cook
- Cooks

CERTIFICATES/LICENSES & REGULATIONS:

- Safe Serve
- Cash Handling
- POS Training
- ServSafe Certification within 3 months of hire.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- The employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The noise level in the work environment varies from light to moderate.
- Ability to work flexible hours/shifts including evenings, weekends and holidays required.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitations.

Employee Print & Sign

Date

HR Representative

Date