

**Job Title:** General Manager

**Job Overview:**

Oversee, direct, 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.

**Activities and Responsibilities:**

**Primary**

- Promote, work, and act in a manner consistent with the mission of Saponi di Sicilia
- Ensure that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Monitor compliance with health and fire regulations regarding food preparation and serving and building maintenance.
- Achieve objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Ensure compliance with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees, and guests.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Count money and make bank deposits.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.
- 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.
- Review financial statements, sales or activity reports, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Monitor budgets and payroll records and review financial transactions to ensure that expenditures are authorized and budgeted.
- Maintain food and equipment inventories and keep inventory records.
- Schedule staff hours and assign duties.
- Establish standards for personnel performance and customer service.

- Perform some food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks when necessary.
- Keep records required by government agencies regarding sanitation or food subsidies.
- Test cooked food by tasting and smelling it to ensure palatability and flavor conformity.
- Organize and direct worker training programs, resolve personnel problems, make hiring and termination decisions, and evaluate employee performance.
- Be knowledgeable of restaurant policies regarding personnel
- Administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Continually strive to develop staff in all areas of managerial and professional development.
- Order and purchase equipment and supplies.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.
- Assess staffing needs and recruit staff.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services
- Record the number, type, and cost of items sold to determine which items may be unpopular or less profitable.
- Review menus and analyze recipes to determine labor and overhead costs, and assign prices to menu items.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

### **Secondary**

- Monitor employee and guest activities to ensure liquor regulations are obeyed.
- Develop, plan, and implement restaurant marketing, advertising and promotional activities and campaigns.
- Estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased
- Establish and enforce nutritional standards for dining establishments, based on accepted industry standards.