

Service Manager

Department: Operations

Reports To: General Manager

FLSA Status: Exempt

Nature and Scope of Position

Assist the General Manager with the profitable operation of Max & Erma's by following the company's Vision, Values and Culture. Although every manager is responsible for great Guest Service in our restaurants, the Service Manager is responsible for the following:

Essential Functions

- Increase guest counts and sales by developing guest loyalty through quality of operation, personalized guest attention and staff development.
- Partner with the General Manager to recruit, hire, train, develop, appraise, discipline, and schedule employees to ensure successful restaurant operations.
- Ensure proper management of the facility and equipment using preventive maintenance, energy conservation, repairs and security measures while ensuring that safety, sanitation and cleanliness requirements are met. Can work flexible hours, handle a variety of shifts and be punctual as required by the operation of the restaurant.
- Oversee all operational duties while following the Critical Path.
- Communicate all service changes/updates to Management Team and In-store Trainers.
- Communicate all menu and service sequence related items to Management and Front of the house employees.
- Responsible for any service training and service issues.
- Write and manage all Server, Host and Carryout schedules as directed and within guidelines set by the GM and the company scheduling standards. Ensuring great service, while meeting all efficiency goals.
- Ensure Team member and Management awareness of the proper policy, procedures & sanitation standards as related to the entire FOH operation.
- Lead and ensure success of all LTO/Menu Rollouts as directed
- Conduct regular restaurant Service meetings.
- Review and improve on going performance of all FOH Team in relation to service standards including steps of service, menu, and company initiatives.
- Attend scheduled management, regional and company meetings; make presentations as requested. Give input in the formulation of plans and programs; meet established objectives
- Exhibits integrity in all actions by ensuring secure transportation of daily bank deposit(s), following all security policies as they relate to cash handling, building security and team member security during each shift.
- Demonstrates a passion to serve by reporting to work in a pressed shirt, clean pants, non-slip shoes and name tag at all time.
- Enthusiastically acknowledge guests with the company's five foot rule.
- Perform all other assigned projects and duties.

Qualification Requirements:

- Must be 21 years or older in to work as the Beverage Manager.
- Can work flexible hours, handle a variety of shifts and be punctual as required by the operation of the restaurant.



Supervisory Responsibilities

- Responsible for the supervision of hourly non-exempt employees.
- Assist with employee relations Including interviewing, hiring, and training employees; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints and resolving problems in accordance with Max & Erma's Human Resources Policies and Procedures and our Vision, Values and Culture.

Certifications or Licenses

- Valid driver's license and car insurance
- Certification through ABRH Management Training Program(s) is required.
- Serve Safe Food and Alcohol Certification

Travel Requirements

Less than 10%

Skills and Knowledge

To perform the job successfully, an individual should demonstrate the following competencies:

- Possess a thorough working knowledge of all menu items including of all alcoholic beverages.
- Thorough understanding of BOH and FOH operating and management techniques as they apply to the restaurant.
- Strong communication and organizational skills are essential, as well as the ability to effectively train, coach, evaluate and discipline employees.
- Ability to read and analyze financial statements. Troubleshoots where necessary and quickly responds to information.
- Must be able to display ongoing proficiency in the use of all restaurant equipment.
- Ability to communicate the English language clearly, simply and accurately through both proper written and verbal skills.
- Uses sound judgment in day-to-day decisions by applying the company's Vision, Values and Culture.

Education and Experience

- Successful completion of required training, including reading training materials, completing on-the-job checklists and written quizzes.
- High School diploma or GED required, some advanced studies preferred.
- A minimum of one year of prior managerial experience or supervisor experience is required.

Work Specifications

Work Environment & Physical Demands – The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

When performing the duties of this job, the employee is frequently required to move throughout the workplace; sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel and verbally communicate. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

