

## **Management Job Descriptions**

**POSITION:** Service Manager

**REPORTS TO:** General Manager

### **JOB SUMMARY:**

The Service Manager has responsibility for the restaurant operation including driving and building sales and profitability. This manager must ensure that each guest who walks through the **O'Charley's** door is highly satisfied with their entire dining experience including excellent service and standards. The Service Manager provides direction, training and coaching to team members. The manager holds team members accountable. The Service Manager must understand and demonstrate **O'Charley's** standards, policies and procedures, Vision of "A Passion to Serve," and our Mission of focusing on our guests, each other, our stakeholders and the communities in which we do business.

The Service Manager must at all times demonstrate **O'Charley's** Values of Respect, Excellence, Communication, Inclusion, Performance and Ethics.

The Service Manager is Responsible and Accountable for:

### **Team Members:**

- Achieving proper staffing levels to deliver excellent service using and adhering to **O'Charley's** hiring methods and standards.
- Retaining team members and management through engagement, appropriate levels of training, feedback, development and adherence to standards.
- Ensuring a productive and respectful environment for all team members.
- Holding all team members and managers accountable for adherence to company standards.
- Setting the example for team members and management by demonstrating leadership and integrity to include adherence to all policies and procedures and actions that are above reproach.

### **Product:**

- Overall shift execution by adhering to **O'Charley's** standard operating procedures.
- Execution of "A Passion to Serve" through excellent service and food to each guest.
- Ensuring the highest standards of quality for atmosphere, food, and service.
- Ensuring proper execution of all **O'Charley's** service and food handling standards.
- Maintaining the restaurant to the highest standards including cleanliness and sanitation both inside and outside.
- Creating a dining experience for all guests that drives GSI scores to an acceptable level

### **Profit:**

- Building sales through standards of excellence and "A Passion to Serve."
- Building sales by setting goals to improve check average and guest counts.
- Operating the restaurant effectively and efficiently by controlling costs at an acceptable level including proper scheduling and productivity levels.

- Establishing positive relations with the guests and within the community.
- The integrity of all financial reporting.

**Pre-Requisites:**

**Education:** High school graduate or GED equivalent.

**Certifications/Licenses:** Must be able to meet the specific requirements for alcohol and food handling which may require licensing or certification. Valid driver license and individual auto insurance coverage are required.

**Experience:** A minimum of two (2) years restaurant management experience. Must have a proven track record of achieving results and building a winning team.

**Physical Essential Functions:**

Must be able to stand and exert well-paced mobility for periods of up to four (4) hours in length and have the ability to lift 25 pounds frequently and up to 65 pounds occasionally. Some lifting may be overhead lifting. Must have the stamina to work a minimum of 55 hours per week. May be required to perform diverse physical tasks and must be able to maneuver within various areas of the restaurant during rush periods. Must maintain a professional and positive demeanor at all times. Must be able to speak, read, write, understand and conduct two-way communications in English. Must be able to perform basic business mathematical computations. Must be able to drive and conduct various errands and attend meetings on behalf of **O'Charley's**, as needed.