

Assistant Manager

Department: Operations

Reports To: General Manager

FLSA Status: Exempt

Nature and Scope of Position

Assist the General Manager with the profitable operation of an ABRH restaurant by following the company's vision, values and culture.

Essential Functions

- Increase guest counts and sales by developing guest loyalty through quality of operation, personalized customer attention and staff development.
- Partner with the General Manager to recruit, hire, train, develop, retain, supervise, appraise, discipline, terminate and schedule employees to ensure successful restaurant operations.
- Demonstrates respect for each individual by ensuring proper training and development of non-exempt restaurant staff and restaurant trainers is completed and documented while adhering to company guidelines.
- Assist the General Manager by ensuring 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.
- Responsible for acceptable scores on all health department and QRE (Quality Restaurant Evaluation) audits while adhering to company guidelines for financial responsibility.
- Partner with the General Manager to ensure employee awareness, understanding and execution of all ABRH Human Resources Policies and Procedures.
- Responsible to analyze results and develop or implement corrective action plans during his/her shift.
- Develop guest loyalty through quality of operation, personalized customer attention and staff development. Responsible to achieve budgeted profit levels.
- 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) during each shift.
- Demonstrates a passion to serve by showing up in a pressed shirt, clean pants, non-slip shoes and name tag at all times.
- Can work flexible hours, handle a variety of shifts and be punctual as required by the operation of the restaurant.
- Enthusiastically acknowledge guests with the company's five foot rule.
- Perform all other assigned projects and duties.

Qualification Requirements:

- Must be 18 years or older for our family dining restaurants and 21 years or older in our casual dining restaurants.

Supervisory Responsibilities

- Directly responsible for the supervision of approximately 20-50 non-exempt employees during his/her shift(s).
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing

complaints and resolving problems in accordance with ABRH's Human Resources Policies and Procedures and vision, values and culture.

Certifications or Licenses

- Valid driver's license and car insurance.
- Certification through ABRH Management Training Program(s) is required after hire.
- Serve Safe Food and/or Serve Safe Alcohol Certifications also a plus.

Travel Requirements

- Not required.

Skills and Knowledge

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

- Possess a thorough understanding of BOH and FOH operating and management techniques as they apply to the restaurant industry.
- 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 when 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.
- Bilingual is a plus.
- 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, watching videos and completing on-the-job checklists and written quizzes.
- A degree in Hospitality, Business, or Hotel/Restaurant Management or other related field is 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.