



JOB DESCRIPTION

JOB TITLE:	Restaurant General Manager
DEPARTMENT/ SUPERVISOR:	Area Coach/ DO
JOB SCOPE:	<ul style="list-style-type: none">• Build and Align Restaurant Team. FULLY Staff/Train/Develop, ALL employees• Manage an MTB restaurant within the policies and guidelines of the company to ensure customer satisfaction and profit maximization• Total operational and financial responsibility for an individual unit• Directly perform hands-on work on an ongoing basis to train employees, respond to customer service needs, or otherwise role model appropriate behaviors in the restaurant• Managers provide overall leadership; recognize and motivate members of the team; coach and train the team for operational excellence. Builds and Aligns store team.• General Managers are expected to work 50 hours per week including peak periods• Manage a \$500k - \$3.0m restaurant with average daily transactions of 500-800• Are Passionate about Living the MTB Core Values, Driving Customer Service, and Helping Others
POSITIONS SUPERVISED:	Assistant Manager(s), Shift Leader(s) and Restaurant Team Member(s)
JOB QUALIFICATIONS:	<ul style="list-style-type: none">• High School, College or University Degree Preferred• 2-4 years supervisory experience in either a food service or retail environment, including Profit & Loss responsibility• Basic business math and accounting skills• Strong interpersonal and conflict resolution skills• Good oral/written communication skills• Strong analytical/decision-making skills• Basic personal computer literacy
CORE RESPONSIBILITIES:	<ul style="list-style-type: none">• Control day-to-day operations by scheduling labor, ordering food and supplies, fulfills all administrative functions and is key leader in developing the restaurant team• Manage 4-8 Assistants and Shift Leaders• Ensure Occupational Safety and Health Act, local health and safety codes, and company safety and security policy are met. Ensure a safe working and customer experience environment by facilitating safe work behaviors of the team• Control Profit & Loss (i.e., plan attainment) by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions, while growing sales• Build and Align a Team. Recruit, interview, and hire team members; perform reference checks, conduct performance appraisals, take discipline action, motivate and train, perform 1 on 1's every period with all members of their team• Ensure maintenance of equipment, facility, and grounds through the use of a Preventative Maintenance Plan based on Company Standards• Ensure food quality and 100% customer satisfaction by focusing on all CORE metrics• Ensure complete and timely execution of corporate & local marketing programs
One Source Certification Required:	<ul style="list-style-type: none">• Complete - All One Source Training from Team through Assistant Manager Book and OTJ's.• Complete Shift Lead Book – Course and OTJ's. MIC Certifying completed by Area Coach.• Has completed all of knowledge on -MTB Process Check for Assistant Manager and General Manager from MTB Support Website.