

JOB DESCRIPTION

STORE MANAGER

Job Summary

Oversee, direct, and coordinated the planning, organizing, training, and leadership necessary to achieve stated objectives in guest service and satisfaction, food quality, cleanliness and sanitation, sales, and employee retention.

Activities & Responsibilities

Primary

- Promote, work, and act in a manner consistent with the mission of Dat Jerk Caribbean Churrill: *“To provide Caribbean fare to a diverse audience in a light fun atmosphere with consistency in high quality food, superior customer service, and outstanding cleanliness, every hour of every day.”*
- Ensure that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Monitor compliance with health regulations regarding food preparation and serving, and equipment maintenance.
- Achieve company objectives in sales, service, quality, appearance of facility sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Investigate and resolve complaints regarding food quality and service.
- Maintain constant communication on a daily basis with other management team.
- Strive to meet established deadlines.
- Store Manager is a working manager ensuring managers are managing effectively and employees are working efficiently during each shift
- Must be detailed oriented and pay attention to the small things to help grow the business.

Inventory

- Set par levels to order inventory and keep inventory records
- Order weekly inventory with respective vendors
- 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.
- Train staff on proper procedures for accepting, recording and storing inventory deliveries
- Use the POS system to monitor menu item trends.
- Keep track of key inventory on a daily basis to ensure availability
- Monitor fresh inventory daily to make sure the quality and freshness remains.
- Communicate with vendors as needed for any issues concerning products missing, or damaged.

Financial

- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Control daily operations to ensure the best outcomes for your labor and cost of sales percentages, based on goals set for each Prime Cost
- Ensure deposits are correct according to expected sales reporting and make bank deposits.

- Review financial statements, Daily Sales Reports, Weekly Sales Reports or other performance data to measure productivity, goal achievements or to identify areas needing cost reduction or program improvement.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Set up scheduling to ensure the best possible efficiency in running your shifts and controlling labor costs
- Keep track off, document and distribute cash tips on a weekly bases to staff according to set breakout percentages.
- Promote in-house delivery and grow as an ancillary product of your stores' revenue

Operations

- Be knowledgeable of restaurant policies regarding personnel
- Assess staffing needs, understanding strengths and weaknesses and how to motivate and keep productive.
- Resolve personnel problems, make hiring and termination decisions, and evaluate employee performance.
- Understand and know how to operate all positions within the front of the house of the restaurant and follow established training guides to ensure training is conducted thoroughly and efficiently.
- Follow and implement standards for personnel performance and customer service.
- Continually strive to develop staff in all areas of managerial and professional development.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant, this includes being efficient with customer movement through the line.
- Ensure compliance with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees, and guests.
- Keep records required by government agencies regarding sanitation or food safety.
- Administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services, such as pest control, if needed.
- Record the number, type, and cost of items sold to determine which items may be unpopular.
- Be attentive to customer feedback regarding menu items, and store operations. Share feedback on a regular basis
- Coordinate and attend all scheduled manager and staff meetings and offer suggestions for improvement.
- Conduct your weekly management and monthly staff meetings
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.
- Coordinate restaurant and employee special events, such as birthdays, holiday parties, decorations, etc.
- Brainstorm on new ideas on procedures, and policies to assist the company in further growth opportunities.
- Schedule catering orders and coordinate details of arrangements with customers.
- Develop, plan, and implement restaurant marketing, advertising and promotional activities and campaigns.



- Test cooked food by tasting and smelling it to ensure palatability and flavor conformity daily. Train managers, leads and staffers to do the same.
- Monitor food portion sizes, and presentation of food to ensure that food is presented in an acceptable manner.

Tools & Technology

- Heartland Cloud Based POS System
- Microsoft Excel, Word. Teams
- Mobile and Computer Literacy