



Box 108
Ashcroft BC
V0K1A0
Ph: 250-453-9539
jodene@ashcroftband.ca

Job Description: General Restaurant Assistant Manager

We are currently growing our team, and are looking for an individual who is efficient, effective and able to operate in a fast-paced environment.

People Management

- Accountable for recruiting new team members, performance management, including training and developing new and existing team members, and motivating and encouraging team to achieve targets
- Identifying and developing high potential employees for progression to the next level
- Sets goals and objectives for his/her team
- Ensures 'open door' policy for all team members
- Has excellent communication skills; ensures ongoing day to day communication with all shifts through communication log or other means
- Provides open communication with General Manager and Restaurant Owner
- Responsible for restaurant compliance with all applicable legislation
- Ensures high standards of guest experience are maintained and demonstrated as a top priority
- Handles guest complaints and queries with professionalism and concern
- Prepares reports and other performance analysis documentation
- Establishes proper security procedures and ensures the reduction of team member theft and the safety of team members and guests
- Provides leadership and direction around waste management procedures

Job Requirements

- Create a positive guest experience by delivering a high level of service while ensuring all staff members engage guests and exceed service expectations
- Manage the daily operation of the unit; creating a master operational schedule, scheduling and coordination of staff schedules, and training staff on each station and expectations of performance
- Lead a competent team of staff; ensure proper staffing levels (recruiting, interviewing, and hiring), training, coaching, problem resolution, developing and mentoring, and addressing any concerns to create a positive work environment
- Handle administrative duties such as entering payroll information, performing feedback sessions, on-boarding new team members, inventory, budgeting, and finance management
- Ensure and uphold food safety and quality standards
- See things from the customer's perspective to understand how the store is perceived and use that knowledge to improve offerings and drive sales
- Develop and share ways for continuous improvement within the organization
- Provide ongoing performance feedback to staff, and set employee and unit goals and objectives, and assist employees with achieving those goals
- Maintain and demonstrate professional work ethics, moral integrity and a positive attitude at all times
- Other duties as assigned to meet the needs of the business
- Coordinate and work with management team to assist with all management duties



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Salary: Based upon qualifications and experience

Additional pay:

- Bonus pay

Benefits:

- Extended Health Care
- Dental
- Pension

Experience:

- Food industry: 1 year (preferred)
- Management: 1 year (preferred)

License/Certification:

- Food Safety Certification