**Role:** Deputy General Manager

**Reporting to:** General Manager

**Location of role**:

**Job Purpose:**

As Deputy General Manager, you will assist the General Manager in running an efficient and profitable store, which meets and exceeds the organisation’s standards in sales, staffing, product quality, visual merchandising, and operations. You will ensure that our customers are provided with excellent, quality food and beverages, and fast, friendly service.

**Key responsibilities**

* Deputising for the General Manager when they are not in the business, such as when they are on annual leave
* Organising staff shifts and scheduling
* Providing excellent customer service
* Leading by example
* Working with food and drink suppliers
* Ensuring all food safety procedures are strictly followed according to sanitary regulations
* Following all company policy and procedures regarding dealing with cash, equipment and property
* Cleaning the kitchen according to regulatory guidelines
* Maintaining safe working conditions
* Auditing inventory levels to ensure product availability, and ordering products as necessary
* Recruiting and training staff
* Working closely with General Manager to meet revenue objectives
* Implementing appropriate strategies to resolve adverse trends and improve sales

**Essential skills and experience**

* Ability to remain calm under pressure
* Should be dependable and reliable
* Business management skills
* Exceptional organisational and leadership skills
* Knowledge of food production
* Ability to work well with others with excellent interpersonal and communications skills
* Knowledge of computers and industry technology
* Ability to work flexible hours, including nights and weekends
* Basic understanding of food preparation