**Role:** General Manager

**Reporting to:** Area Manager or Restaurant Operations Manager

**Location of role**:

**Job purpose**

The General Manager is responsible for managing the daily operations of our restaurant, including the selection, development and performance management of employees. In addition, they oversee the inventory and ordering of food and supplies, optimize profits and ensure that our amazing customers are satisfied with their dining experience.

**Key responsibilities**

* 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, training and staff management
* Working closely with management 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