

POSITION DESCRIPTION

Position Title: Assistant Manager
Department: Operations
Reports To: General Manager

Job Code:
Grade:
Status:

SUMMARY

Support and ensure that the restaurant operates within Red Robin International guidelines, while meeting/exceeding sales and profitability objectives. The Assistant Manager is responsible for managing all aspects of a specific department(s) within the restaurant including the selection, development and performance management of restaurant Team Members, optimizing profits and increasing sales.

ESSENTIAL FUNCTIONS

- Effectively and efficiently manage restaurant by following the best practices of the Company and Brand Equity Standards to ensure Guest satisfaction and profit maximization
- Manage day to day operations during scheduled shifts that include daily decision making, Team Member support, Guest interaction, scheduling, planning while upholding standards, product quality and cleanliness
- Optimize profit by scheduling labor efficiently and ordering food and supplies to maintain appropriate inventory
- Prepare end of shift reports including Daily Labor, Food Control and Daily Sales
- Increase sales by ensuring guest satisfaction and prompt problem resolution
- Exemplify and recognize legendary acts of leadership and quality to ensure 100% Guest satisfaction
- Ensure the environment in the restaurant supports our core values of honor, integrity, seeking knowledge, and having fun
- Responsible for compliance with OSHA, local health and safety codes as well as Company safety and security policies. Ensure team is following safe work behavior standards
- Ensure adherence to Company cash handling and payment processing procedures
- Responsible for the selection, on boarding and retention of Team Members through motivation, recognition, coaching and development
- Regularly measure and evaluate service standards by using various feedback tools to develop and implement plans for continuous service improvement
- Adhere to Federal, State and local laws in addition to Company policy (regulate compliance with work authorization/ liquor service/wage and hour laws and, where applicable, break requirements), holds team members accountable to these standards
- Prepare and conduct performance appraisals within assigned department and take any necessary disciplinary action in line with Company standards
- Ensure complete and timely execution of corporate & local restaurant marketing programs
- Directly supervise 20–30 FOH/HOH employees, and 2-5 trainers per shift
- Champion and adhere to all Company standards and policies including the Code of Conduct, Attendance and Uniform and Appearance policy
- Protect Company assets and prevent/diffuse situations that create potential risks to the organization

ADDITIONAL FUNCTIONS

- Occasionally, based upon business need, performs all FOH/ HOH functions including food preparation, cooking, cleaning, serving and greeting Guests
- Other duties as assigned by supervisor

REQUIREMENTS

- Must be at least 21 years of age
- Minimum of 2 years full service restaurant experience required; 1-3 years in a management or supervisory capacity in a restaurant or in the retail /hospitality industry preferred
- Record of maintaining high standards in restaurant cleanliness, sanitation, food quality, and guest satisfaction
- High school diploma or equivalent required, some college preferred
- Passion for the business and compassion for people
- Highly-Energetic, self motivated, goal oriented and dependable
- Good oral and written communication skills, and outstanding leadership, interpersonal and conflict resolution skills
- Basic business math and accounting skills, and strong analytical/decision-making skills
- Basic personal computer literacy
- Must be able to work a flexible schedule including opening, closing, weekends and holidays. Must be willing to work 50 hours per week. Reliable transportation required
- Serv Safe Certified preferred
- Some exposure to P&L and Sales Building a plus

PHYSICAL DEMANDS

<u>Daily Activities</u>	<u>Average Hours per day</u>
Sitting	up to 5 hours
Walking	up to 10 hours
Standing	up to 10 hours
Bending	up to 10 hours
Squatting	up to 8 hours
Climbing	up to 8 hours
Kneeling	up to 8 hours
Twisting	up to 8 hours
Repetitive use of hands	up to 10 hours
Simple grasping with hand	up to 10 hours
Power grasping with hand	up to 10 hours
Pushing & Pulling	up to 8 hours
Reaching	up to 10 hours
Lifting	
0-10 lbs.	up to 10 hours
11-25 lbs.	up to 10 hours
26-75 lbs.	up to 10 hours
Carrying	
0-10 lbs.	up to 10 hours
11-25 lbs.	up to 10 hours
26-75 lbs	up to 10 hours
Working around equipment and machinery	up to 10 hours
Exposure to extremes in temperature (walk-in freezer/kitchen line)	up to 4 hours
Frequent hand washing required	

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

I CAN MEET THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT ACCOMMODATION. SHOULD I REQUIRE ACCOMMODATION I WILL CONTACT THE HUMAN RESOURCES DEPARTMENT.

Team Member _____

Date _____