

## **GENERAL MANAGER**

### **SUMMARY:**

The Restaurant General Manager leads the operation of the restaurants. The Restaurant General Manager has the overall responsibility for directing the daily operations of the restaurant, ensuring compliance with company standards in all areas of operation, including product preparation and delivery, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting, hiring, termination and retention of team members, financial accountability, and ensuring that the highest quality products and services are delivered to each customer.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Controls day-to-day operations by scheduling, ordering, and developing the restaurant team members.
- Controls profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Recruits, interviews, and hires team members, conducts performance appraisals, takes disciplinary action, motivates and trains.
- Has authority to hire and terminate (or participate in those decisions) with approval/partnership from Human Resources.
- Ensures that the Occupational Safety and Health Act, local health and safety codes, as well as the company safety and security policies are being adhered to.
- Ensures that the restaurant is in compliance with the preventative maintenance program with regards to facility, equipment, and grounds maintenance.
- Ensures a safe working and customer experience environment by facilitating safe work behaviors of the team.
- Maintains fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
- Ensures food quality and 100% customer satisfaction.
- Ensures complete and timely execution of corporate & local marketing programs.

**QUALIFICATIONS GUIDELINES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION/EXPERIENCE:**

- High School diploma or equivalent is required.
- 2 – 4 years of supervisory experience in a food service or retail environment is required.
- Proven track record of leadership and managerial skills while providing exceptional customer service is required.

**LANGUAGE ABILITY:**

This position requires excellent written, verbal and group communication skills. This position also requires the ability to read, analyze, create and interpret general business memos and documents.

**MATH ABILITY:**

This position requires excellent business math skills.

**REASONING ABILITY:**

This position requires strong problem solving and decision making skills, and the ability to be flexible and adapt in any situation.

**COMPUTER SKILLS:**

Good computer skills required. Must be proficient with the use of internet and be able to utilize computerized business tools such as email, learning management systems, and memo software. Must be proficient in Word, Excel, PowerPoint, and other appropriate software.

**SUPERVISORY RESPONSIBILITIES:**

This position requires supervisory responsibilities of crew members, shift leaders, and shift managers.

**PHYSICAL DEMANDS:**

This position will require long periods of standing on hard surfaces, occasionally in warm temperatures. There is also likely to be extensive lifting of supplies and materials and moderate to loud noise. The use of hands and arms to reach for, grasp and manipulate objects is required. Finger dexterity

may be required for cash register use. There will be constant exposure to hot equipment and oil throughout the work day.

**SPECIAL REQUIREMENTS/CERTIFICATION:**

None

*The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.*

***It is the policy of Five Guys to provide equal employment opportunity (EEO) to all persons regardless of race, age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, pregnancy, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. In addition, Five Guys will provide reasonable accommodations for qualified individuals with disabilities.***

***Five Guys' goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, and regulations and cover all human resource actions including employment, compensation, benefits, training, discipline, transfers, and promotions. Five Guys expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.***