



## **GENERAL MANAGER – JOB SUMMARY:**

The **General Manager** at a Big Acai café will have overall responsibility for directing the daily operations of the café, ensuring compliance with company standards and industry guidelines, as well as all aspects of crew management to create a cohesive and efficient team, while managing sales and profitability, effectively driving sales through excellence in execution of restaurant standards, customer service, and marketing initiatives.

These responsibilities include product preparation and delivery, complete inventory management, café maintenance and repair, and quality assurance. This also includes all aspects team management including recruiting, hiring, scheduling, retention and termination. Finally, this includes profitability - controlling labor costs, food costs, and cash.

## **DUTIES AND RESPONSIBILITIES:**

- Hire, train, develop, and motivate the right team.
- Manage staffing levels and schedules to meet customer demand.
- Resolve team member conflicts and concerns by providing respectful coaching, communication and feedback.
- Lead by example in holding guests as the highest priority, and role model exceptional guest service, ensuring products are consistent with company quality standards.
- Complete all required training including ServSafe® certification.
- Ensures that the restaurant is in compliance with all aspects of a safe operating environment, including compliance with regulatory and necessary preventative maintenance programs for facility, equipment, operations, and technology.
- Controls profit & loss - follows cash control/security procedures, maintaining inventory, managing labor (wage and timecard), reviewing financial reports, and taking appropriate actions.
- Ensures complete and timely execution of corporate & local marketing programs.

## **EDUCATION/EXPERIENCE:**

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

## **LANGUAGE ABILITY:**

This position requires excellent written, verbal and group communication skills.

## **MATH ABILITY:**

This position requires excellent business math skills, and a strong foundation in restaurant financial management.

## **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 networked environments, the use of the internet and social media, and be proficient in being able to utilize computerized business tools such as Point-of-Sale devices, software and printers.

## **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. 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.

## **OTHER:**

This position will be required to sign a non-complete and non-disclosure document in effort to protect the trademark and keep trade secrets that you will learn confidential.