

JOB DESCRIPTION | GENERAL MANAGER

Position Purpose

Provides leadership and supervision to their restaurant manager, kitchen manager and employees for all aspects of a single restaurant's business.

Responsibilities/Duties/Activities

1. Maintains the integrity of the WINGS brand by monitoring the activities of their restaurant, and directing the manager's and employees' focus on the quality of restaurant operation:
 - i. Adherence to food standards/HACCP (meet local Health and Safety Department requirements)
 - ii. Adherence to service standards
2. Maintains awareness of all human resource activities for their restaurant; maintains the manager's and employees' focus on the profitability of the restaurant operations:
 - i. Maximization of top line sales and bottom line profit
 - ii. Maintenance of all restaurant cost categories
3. Maintains awareness of all human resource activities for their restaurant; maintains the manager's focus on all employees under their supervision:
 - i. Ensures adherence to the labour standards
 - ii. Trains all employees
 - iii. Maintains focus on restaurant staffing levels (management and employee)
4. Provides consistent leadership to all restaurant managers and restaurant employees:
 - i. Provides ongoing feedback to restaurant managers and employees on a regular basis
 - ii. Assists with financial and business plan development for their restaurant
 - iii. Determine the necessity for progressive disciplinary action to restaurant managers and restaurant employees. Coaches restaurant managers on this process regarding their managers. (Consults with their district manager prior to taking action)
 - iv. Conducts effective restaurant employee and management team meetings.

Competencies

1. Managing and leading others.
 - i. Leadership
 - ii. People development
2. Communicating and influencing.
 - i. Communication
 - ii. People relationships
 - iii. Customer focus
3. Preventing and solving problems.
 - i. Planning and organizing
 - ii. Problem solving/decision making
 - iii. Understanding the big picture
 - iv. Functional and technical expertise
4. Achieving results.
 - i. Continuous improvement and innovation
 - ii. Resourcefulness
5. Self management.
 - i. Understanding oneself and the effect one has on others