



Position Description: General Manager

Non-Exempt – Full time

Supervisory Responsibilities: Yes

Summary:

The General Manager is fully accountable for the profitable operation of their Milio's store while adhering to all company guidelines and regulation. They provide leadership to ensure a consistent high quality product and excellent guest service. Project a professional image to our guests and employees, and create a comfortable, positive work environment.

Essential Responsibilities:

Guest service relations:

- Maintain an atmosphere where the primary focus is to ensure guest satisfaction.
- Serve in a hands-on capacity with regard to food preparation, sandwich making and guest interaction where necessary.
- Maintain appropriate staffing levels to ensure timely and prompt service to guests.
- Ensure the timely production of product following Milio's Brand Standards.
- Handle and follow-up on guest concerns. Incorporate actions and policies to prevent future guest concerns.
- Ensure problems are communicated to Area Supervisors, including, but not limited to, late service times and violations of rules or policies.

Leadership:

- Hire, orientate, evaluate and supervise team members.
- Monitor, follow-up and evaluate the ongoing training and development of employees.
- Ensure employee awareness of and adherence to Brand Standards, policies and procedures as outlined in the Brand Book and Employee Handbook. Provide feedback, counseling and discipline when necessary.
- Develop and implement recruitment and retention strategies.
- Prepare/present performance evaluations according to Milio's review system procedures.
- Plan, schedule and coordinate the day-to-day work activities of staff.
- Promote a positive work environment that encourages and rewards teamwork.
- Effectively delegate responsibilities and duties for an efficient operation.
- Demonstrate and encourage productive and effective communication. Utilize the MOD log for written communication. Conduct timely individual and team meetings.
- Lead by example, consistently adhering to the corporate administrative and operational guidelines.
- Ensure new programs, products or company initiatives are implemented in a timely and effective manner.
- Keep Area Supervisor informed of important operational and personnel issues.

Sales and Recordkeeping:

- Coach and support staff in knowledge of controllable costs, budgets and appropriate paperwork.
- Prepare weekly schedules with consideration to sales needs and maintaining the labor budget.
- Ensure sensitive materials and information is not compromised.
- Follow operating procedures with regard to cash handling, ensure cash control by correcting errors and watching for mistakes or theft.
- Maintain proper inventory levels for sales volume to control costs.
- Submit accurate and complete payroll weekly and period-end paperwork on time.

Store Maintenance:

- Ensure compliance with food safety sanitation procedures as outlined in the Brand Book and local health ordinances.
- Report major repairs immediately to your Area Supervisor and arrange for minor repairs using approved vendors.
- Ensure all areas of store are maintained, organized and clean.



Local Store Marketing:

- Identify areas of opportunity and develop strategies for local store marketing to grow sales.

Education/Experience Requirement:

- High School diploma or equivalent
- 3+ years experience in a supervisory/management position in a food service industry, preferably quick service.
- Or additional years of education and experience may be substituted for each other, as determined by Human Resources.
- Applicable by state: a Manager Food License or a certification from an approved food safety course. *Must be achieved within 90 days of hire.*

Knowledge, Skills and Abilities:

- Genuine interest to provide a positive guest experience
- Friendly, outgoing personality
- Proficient user of Microsoft Office Suite software, including Excel, Word, Outlook
- Proven understanding of operations; how it drives sales, P&L, staffing, local store marketing and sanitation.
- Strong math skills and ability to analyze store statistics
- Ability to exercise good judgment, make sound decisions and have strong problem solving skills
- Ability to provide leadership and accountability in all aspects of restaurant operations
- Demonstrated experience in hiring, coaching and developing employees
- Strong planning and organizational skills
- Proven ability to drive customer satisfaction, financial performance and employee satisfaction
- Strong communication skills and ability to handle stressful situations
- Ability to maintain confidentiality at all times
- Ability to read, write and speak English

Uniform:

All employees are required to wear appropriate attire and maintain personal hygiene. *See Employee Handbook for Personal Appearance and Uniform Standards.*

Physical Requirements and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The nature of restaurant work requires certain physical abilities. Those listed here are representative of those that must be met by the employee to successfully perform this job. Most of the workday is spent standing or walking. Eye-hand coordination, depth perception, finger dexterity, and functional vision and speech perception are required. Some bending, crouching, pushing/pulling and lifting/lowering of 20-50 lbs. Some repetitive motions with hands, wrists, or arms. Must be able to operate equipment used in the business. Some exposure to skin irritants, electrical equipment, and sharp instruments. Risk to these exposures is minimized by strict adherence to company standards, policies and procedures.

Work is conducted in the store with minimal to moderate noise.

Acknowledgement

Please sign below to acknowledge that you understand the above responsibilities and requirements for the position you have been hired for.