

Company name:
Job title: Restaurant Manager
Job code:

Location:
Reports to:
Last updated:

Restaurant Manager Job Description Template

Our Restaurant

Our pizza restaurant is top-rated each year for its great food and fun atmosphere. We strive to use only high-quality ingredients and live by the motto, "the customer comes first." We treat our employees like family, ensuring that if they're having a great day, our customers will too.

Restaurant Manager Job Duties

Here are the duties and expectations of our restaurant managers:

- **Customer Service:** *Must interact with the general public in a way that inspires them to recommend our eatery to their friends. That includes providing a warm welcome, asking about their dining experience and showing interest in their concerns. Great customer service must extend to internal customers (employees) and suppliers (vendors) also.*
- **Leadership & Supervision:** *Must set the tone in terms of employee safety, customer service, food quality, organization, and follow-through. Works to inspire employees to do their best through onboarding, training, coaching and supportive feedback.*
- **Cost Control:** *Oversees food ordering, supplies, maintenance and labor costs to ensure that the restaurant remains profitable -- in line with annual revenue and profit goals.*
- **Food Safety:** *Abides by food safety requirements and ensures that others do so by monitoring FIFO inventory and visually inspecting food prep and delivery activities.*
- **Detail Orientation:** *Manages the complex details of scheduling, shift swaps, new hire paperwork, product inventory, cleaning schedules, and unannounced health inspections.*
- **Accounting:** *Ensures adequate cash in registers and POS systems, runs daily reports, updates food and labor cost data. Makes bank deposits each afternoon by 4 p.m.*

Education

High-School education or GED is required. A two or four-year degree in management, food service, culinary or business (or any related discipline) is a plus.

Experience

The restaurant manager job requires 5-10 years of experience in the food and beverage industry. It requires a similar number of years of experience managing employee, vendor, and customer relationships. Family-dining experience is preferred, as is experience managing a restaurant in a busy tourist district. Bilingual (English/Spanish) speaking skills are a plus.

Interpersonal Skills

The restaurant manager will be friendly, approachable and open to ideas from customers, suppliers, and staff. They will prioritize customer service and quality while using leadership skills to motivate and support both existing and new employees. Excellent listening skills are a must, as is attention to detail, smart decision-making skills, and organizational abilities.

Minimum Required Skills & Abilities

Our restaurant is busy, fast-paced, and may require long hours. The minimum required skills include:

- *The ability to read and speak English to interact with employees, vendors, and clients.*
- *The strength to stand and walk for up to 12 hours a day to assist customers and employees with all restaurant duties -- from helping to unload the delivery truck to serving customers during rush hour.*
- *The ability to lift boxes up to 50-lbs, including cases of frozen foods wine and other heavy items -- like chairs and tables.*
- *The ability to tolerate temperature extremes and fluctuations -- both hot (kitchen, outdoor patio) and cold (walk-in freezer) throughout each day.*