



Phillips Seafood Restaurants

Position Title: Restaurant Manager

Direct Report To: General Manager

POSITION SUMMARY:

Responsible for providing overall management guidance during assigned shift and to assigned departments with regard to sales, profitability, guest satisfaction, execution and staffing. To be successful, you must simultaneously oversee multiple departments.

Primary Responsibilities:

Service Execution

- Oversee all aspects of operation and produce continuous operational improvement to increase sales & profitability.
- Coach and critique and coach again based on results of all “metrics” used by Phillips Seafood to include SOPs, secret shopper reports, server productivity, guest feedback, personal observation, etc.
- Ensure we are providing a quality guest experience (food, beverage, service) at assigned location

Leadership

- Build trust and credibility with restaurant front line staff.
- Provide a clear understanding and vision of Phillips Seafood Restaurant standards and priorities and obtain results through influence.
- Take immediate and appropriate action to guide front line staff in correcting substandard performance.
- Manage pro-actively by making timely and sound decisions, and anticipating the impact of those decisions.

Training and Development

- Develop, coach and mentor front line staff.

Financial

- Ensure proper scheduling procedures, inventory standards, waste management policies are all being followed and are positively impacting operational costs.

KEY ATTRIBUTES REQUIRED

- Highly ethical: always representing self and the Phillips organization appropriately.
- Commitment to Company vision, values & mission.
- A “Brand Champion”...always safeguarding the Phillips Brands
- Ability to work independently...but also a consummate team player
- Must meet physical demands of the work environment.
- Well defined interpersonal/communication skills
- Organizational & Planning skills...but highly flexible and adaptable
- Hold self and others accountable to assigned responsibilities
- Objective situational analysis and relevant action planning to achieve results

September, 2016