

Phillips Seafood Restaurants

Position Title: General Manager

Incumbent:

Direct Report To: Chris Harter, V.P. of Restaurant & Franchise Operations

POSITION SUMMARY:

Responsible for providing overall management guidance to assigned unit with regard to sales, profitability, guest satisfaction, execution, staffing and infrastructure. To be successful, you must simultaneously oversee multiple departments and a large number of projects.

Primary Responsibilities:

- 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 management team.
- 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 unit level management in correcting substandard performance or conditions.
- Manage pro-actively by making timely and sound decisions, and anticipating the impact of those decisions on the unit.

Training and Development

- Develop, coach and mentor management team.
- Support existing training initiatives while fostering training program development.
- Roll out policies and procedures to management team and staff. Ensure they are properly implemented. Follow up on the effectiveness of training or developmental programs.

Financial

- Effectively communicate financial goals and objectives, including Beverage, Food, Supply & Labor costs
- Ensure operational cost objectives are being met and any complications or roadblocks are resolved in a timely fashion.

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
- Effectively manage self... and others
- Hold self and others accountable to assigned responsibilities
- Objective situational analysis and relevant action planning to achieve results

January, 2016