



**Title: General Manager**

**Reports to:** Owner

**Time Commitment:** Fulltime

**POSITION SUMMARY:** The General Manager of the restaurant serves as the leader of the front of house team and upholds all systems, policies, staffing, accounting and service and hospitality standards. They are responsible for the oversight of all daily operations and services. They work closely and collaborate effectively with the Chefs, Bar & Wine Director and Partners.

The goal of the manager is to set team members up for success, ensure that guests enjoy themselves and that the business remains healthy, while simultaneously pushing the restaurant forward. They consistently execute duties with efficiency and grace while maintaining a sense of urgency throughout service and maintain an “open door” for all employees, while modeling and encouraging strong, clear and above board communication that will undergird trust of employees in the business leadership and vice versa.

On a high level, the General Manager is responsible for upholding the current systems that keep the restaurant running smoothly, and being proactive about creating and implementing new systems as needed.

## **REQUIREMENTS**

- 5 years in service industry (minimum)
- Management experience
- Deep level of experience working front of house
- A strong understanding of a hospitality-focused approach to this work
- Proficient in POS systems, understanding of the back-end
- Basic day-to day operational financial literacy (e.g. comfort with payroll, dealing with cash drops and deposits, understanding a nightly checkout report)
- Comfort with the physicality of the job (long nights on your feet, going up and down stairs, lifting heavy stuff)
- Positive attitude, thick skin, growth mindset, ability to see the forest for the trees
- Comfort with hosting, being embodied and engaging with people

- Proficiency with speaking Spanish and have the ability to make our spanish-speaking staff feel comfortable and included

## EXPECTATIONS

- Work service 4-5 nights per week (plus the time required to complete administrative tasks)
- Be available (within reason) for communication with staff and owner about restaurant needs outside of scheduled work hours
- In case of the owner's absence for any extended period of time, GM is responsible for sending regular written reports as needed. E.g. a weekly summary of each service, highlighting any staffing or technical issues, negative feedback from guests, management issues or other relevant information **via email.**

## HIGH-LEVEL RESPONSIBILITIES

- Onboarding and training for new employees, supplying necessary **paperwork**, and related upkeep
- Exhibit **leadership by example**, modeling the right way to guide the guest experience through steps of service and through diligent training.
- Facilitate daily **internal communications** between kitchen + FOH team
- Ensure compliance with **NYS Dept of Labor** and **NYS Health Department** in all aspects of restaurant operation
- Manage staff and resolve conflicts as needed
- Problem-solve the “little fires” that arise on any given day: from the phone lines being down, to internet connection issues, to running out of toilet paper, the GM should be **proactive rather than reactive, and lead problem-solving efforts as independently and time-effectively as possible.**

## DAY-TO-DAY TASKS

- Internal Communication
  - Lead **pre-shift meetings** and offer detailed run-throughs of what to expect each night, including but not limited to: menu changes, any VIP guests, tight turnaround times, drink specials, etc.
    - Collaborate with other Managers and Kitchen Supervisors so that they chime in as needed, Delegate certain tasks or updates to other managers
  - Update the menu daily, on the website, print and in the POS system
  - Meet with leadership team (partner, owner etc.) weekly to discuss operations and ongoing matters related to the restaurant, including financials, upcoming events, staffing, and budgets
- External Communication
  - Maintain reservations and field inquiries via phone and email
  - Oversee event coordination between guests and management team for large party dining, buyouts,
  - Respond to guest inquiries by email and phone in an efficient and timely manner, which means:
    - Check **all email accounts daily**

- Respond to all **reservation emails within 24 hours**, with a greeting and a lead time for final confirmation.
  - Respond to all **administrative/staff emails within 36 hours** maximum.
  - Maintain an organized and clean inbox at all times, **no more than 30 unread emails at once**.
  - Listen to **voicemail messages left on landline on a daily basis**, and respond accordingly, or delegate responses.
- Physical Space
    - Ensure that the facade, dining room and bathroom are in excellent condition before and throughout service
    - Delegate cleaning duties as necessary.
  - Finances
    - Oversee and perform weekly input of tips and hours of all staff into payroll
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  - Scheduling
    - Write and distribute to staff a bi-weekly/monthly schedule for the FOH team