

# JOB DESCRIPTION

Job Title: Assistant Manager

## Reports To

General Manager

## Job Summary

Oversee, direct, and coordinate the planning, organizing, training, and leadership of restaurant staff necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

## Activities & Responsibilities

### Primary

- Promote, work, and act in a manner consistent with the mission of Alpine Country Club
- Ensure that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Ensure that all members feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Compile and balance check receipts at the end of the day or shift.
- Perform various financial activities, such as payroll.
- Supervise and participate in kitchen and dining area cleaning activities.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Control inventories of food, equipment, smallware, and liquor, and report shortages.
- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements
- Forecast staff, equipment, and supply requirements, based on a master menu.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Be knowledgeable of restaurant policies regarding personnel.

## Activities & Responsibilities

- Perform personnel actions, such as hiring and terminating staff, providing employee orientation and training, and conducting supervisory activities, such as creating work schedules or organizing employee time sheets
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Continually strive to develop staff in all areas of managerial and professional development.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Perform some food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks when necessary.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services, such as waste removal and pest control.
- Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, and related tasks
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

### Supplemental

- Greet and seat members, and present menus and wine lists.
- Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, and related details.
- Develop restaurant objectives, budgets, policies, procedures, and strategies.

## Tools & Technology

- Point-of-sale terminals, POS software, and workstations.
- Personal computers, tablets, smart phones and/or handheld devices.
- Software: Accounting, analytical or scientific software, calendar and scheduling, communications server, data base user interface and query, desktop publishing, electronic mail, financial analysis, graphics or photo imaging, inventory management, office suite, point-of-sale, presentation, spreadsheet software, time accounting, word processing, and web applications.