

**Job Title:** General Manager

**Reports to:** Area Supervisor and Owner/Operator

**FLSA Categorization:** Salaried Exempt

**Job Summary:**

*The General Manager oversees and manages the daily operations of their restaurant.*

**Supervisory Responsibilities:**

- Oversees and plays active role in recruiting interviewing, hiring, and training new staff.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.
- Approve and administer wage increases.
- Performs other related duties as assigned.

**Duties/Responsibilities:**

- Create a business plan that increases sales and guest counts, adjusting as needed.
- Actively review and respond to business communications through all channels in a timely manner, communicating with relevant parties as needed.
- Set restaurant targets, monitoring for successes, and adjusting for failures.
- Manage all aspects within the restaurant including food production, guest experience, and direct Crew and Manager work.
- Oversee food preparation, ensuring compliance with health, safety, food handling, and hygiene standards.
- Oversee and take an active role in meeting inventory/food costs, labor, and other budgets.
- Project sales accurately on a weekly basis.
- Ensure customer satisfaction within all aspects of the restaurant.
- Handle customer complaints, resolving issues in a diplomatic and courteous manner.
- Conduct daily restaurant inspections to ensure compliance with health, safety, food handling, hygiene, general cleanliness, and equipment standards.
- Periodically evaluate restaurant equipment for repairs and maintenance, schedule service.
- Prepares and submits reports and other documentation as requested by Area Supervisor, Owner/Operator, and other office staff in a timely manner.
- Establish a relationship with community in which restaurant operates.
- Planning and executing local store marketing including product deployment, organization sponsored events, and community events to maximize sales building potential.

- Maintain accurate employee records, ensuring compliance with all company and legal policies; ensuring records are submitted to office staff in a timely manner.*
- Troubleshoot restaurant emergencies as needed; report to Area Supervisor or relevant parties in a timely manner.*
- Oversee employee scheduling and training.*
- Perform other duties as required.*

**Required Skills/Abilities:**

- Excellent verbal and written communication skills.*
- Excellent interpersonal and customer service skills.*
- Excellent organizational skills and attention to detail.*
- Excellent time management skills with a proven ability to meet deadlines.*
- Strong analytical and problem-solving skills.*
- Strong supervisory and leadership skills.*
- Ability to prioritize tasks and to delegate them when appropriate.*
- Ability to function well in a high-paced and at times stressful environment.*
- Ability to self-motivate to accomplish tasks without direct supervision.*
- Familiarity with food handling, safety, and other restaurant guidelines.*

**Education and Experience:**

*High School Diploma or equivalent preferred*

*At least 3 years experience in similar role*

*McDonald's Leadership Transitions Class certificate or equivalent*

*McDonald's Developing the Leader in Me certificate or equivalent*

*McDonald's Hamburger University Business Capstone certificate or equivalent*

*McDonald's Operations Technology Person certificate, level 2 or higher*

*ServSafe Food Handler certificate*

**Physical Requirements:**

*Prolonged periods of sitting at a desk and working on a computer.*

*Must be able to lift up to 25 pounds at times.*

*Prolonged periods of standing, walking, bending, stooping, etc.*

**Travel Requirements:**

*Occasional travel may be necessary from time to time for conferences, meetings, or to other locations.*