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| Job Title: | Restaurant Manager | Job Category: | Bites N Brews, JEG |
| Location: | Bites N Brews | Travel Required: | N/A |
| Salary: | Hourly Rate + Bonus | Position Type: | Full-Time |
| Reports to: | General Manager | Date Posted: | 09/01/2020 |
| Will Train Applicant(s): | Experience Required | Posting Expires: | Upon fulfillment |
| Applications Accepted By: |

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| Email: info@814lanesandgames.comSubject Line: Restaurant ManagerInclude Resume and Completed Application | Mail: HR814 Lanes & Games1140 Frances StreetJohnstown, PA 15904 |

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| Job Description |
| **Summary:**As a Restaurant Manager at Bites N Brew located at 814 Lanes & Games your role will be to successfully lead the food and beverage division within the company mission. We are looking for a Restaurant Manager to lead all aspects of our business. You will work with the 814 Lanes & Games management team to establish weekly, monthly, and annual goals for the bar and grill. You will lead your team to successfully achieve and exceed your department goals. You will be responsible for leading your team to exceed guest expectations with each event. We are looking for an experienced and passionate Restaurant Manager to join our team. As a Restaurant Manager, you will overtake a variety of responsibilities and duties such as restaurant marketing strategies, recruiting and hiring restaurant staff, training, overseeing food quality, developing menus as well as greeting and serving restaurant guests. You will deliver a high-quality menu and motivate our staff to provide excellent customer service. Restaurant Manager responsibilities include maintaining the restaurant’s revenue, profitability and quality goals. You will ensure efficient restaurant operation, as well as maintain high production, productivity, quality, and customer-service standards. To be successful in this role, you’ll need management skills and experience in both front and back of the house. We want you to know how to oversee the dining room, check-in with customers and balance seating capacity. Back of the house management experience is also essential, as you’ll hire qualified cooks and wait staff, set work schedules, oversee food prep and make sure we comply with health and safety restaurant regulations. We’ll expect you to lead by example and uplift our staff during busy moments in our fast-paced environment. You will be responsible for coordinating with the event and sales staff to ensure food and catering packages are planned and executed properly. Ultimately, you will ensure our restaurant runs smoothly and customers have pleasant dining experiences.**Qualifications & Education Requirements:*** Minimum of High school diploma, preferred Bachelor’s degree from a four-year college or university; or 2-4 years related experience and/or training; or equivalent combination of education and experience
* Proven work experience as a Restaurant Manager, Restaurant General Manager or similar role
* 5 years of experience customer service management
* Valid food handler’s certificate, serv safe certification, RAMP certification
* Flexible schedule with the ability to work days, nights, and weekends as required
* Evaluate employee performance and provide additional coaching and support as needed
* Manage profit and loss statements and account for costs and revenues
* Allocate budget resources for supplies, equipment, marketing, and personnel
* Extensive food and alcohol knowledge with experience managing a facility serving alcohol
* Proven exceptional customer service experience as a manager
* Extensive food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff
* Familiarity with restaurant management software
* Experience in event planning
* Strong leadership, motivational and people skills
* Good financial management skills
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Working knowledge of the Internet and Microsoft Office (Word, Excel, PowerPoint)
* Professional appearance
* Effective and concise communication skills and ability to build long lasting relationships
* Attention to detail and strong organizational skills
* Ability to solve practical problems and deal with a variety of changing situations
* Reliable transportation and a clean driving record
* Working knowledge of the local and regional markets
* Working knowledge of event and hospitality industry.
* Ability to delegate, follow up, relate to staff, guests, clients, potential clients in a positive and effective manner
* Must be a creative high energy individual with a passion to create exceptional events
* Ability to frequently stand, bend, kneel, lift and carry up to 50lbs.

**Responsibilities and Expectations:*** Manage and oversee the entire restaurant operation
* Coordinate daily Front of the House and Back of the House restaurant operations
* Deliver superior service and maximize customer satisfaction
* Respond efficiently and accurately to customer complaints
* Regularly review product quality and research new vendors
* Organize and supervise shifts
* Appraise staff performance and provide feedback to improve productivity
* Estimate future needs for goods, kitchen utensils and cleaning products
* Ensure compliance with sanitation and safety regulations
* Ensure compliance with RAMP and servsafe standards
* Control operational costs and identify measures to cut waste
* Create detailed reports on weekly, monthly and annual revenues and expenses
* Promote the brand in the local community through word-of-mouth and restaurant events
* Recommend ways to reach a broader audience (e.g. discounts and social media ads)
* Train new and current employees on proper customer service practices
* Implement policies and protocols that will maintain future restaurant operations
* Plan new and update existing menus
* Plan and develop the overall restaurant marketing strategy
* Participate at local food events
* Hire new employees
* Estimate consumption, forecast requirements, and maintain inventory
* Manage restaurant supplies
* Nurture a positive working environment
* Monitor operations and initiate corrective actions
* Implement innovative strategies to improve productivity and sales
* Coordinate with event sales staff to ensure food packages and catering are delivered on time in a seamless and high quality manner

**Benefits:*** Competitive base salary and bonus opportunity
* Flexible, Fun, and Team environment
* Discount dining and attractions within the facility
* Health, Dental, Vision Insurance benefits
* Paid Time Off benefits

**Additional Notes**:As a new business, responsibilities, best practices and processes may be subject to change. |
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