

# Job Description

|                 |                              |
|-----------------|------------------------------|
| Job Title       | <b>Manager</b>               |
| Level           | 4                            |
| Reports to      | District Manager             |
| Employment Type | Full-time/ 12-month position |
| Compensation    | Salaried                     |

In this role you will lead the team by hiring, developing and retaining individuals who live our family values and help bring our TDH approaches to life. You will lead the business to effective results by being strategic and adaptable. You will also lead yourself, by collaborating and fostering positive relationships with clear communications.

A successful Managers understands the importance of delivering remarkable team and guest experiences as well as knowing when and how to focus on restaurant operations. Managers work efficiently and assume responsibility for achieving TDH goals and objectives while making continuous performance improvement within their unit.

## Essential Responsibilities

### Develop Servant Leaders

Leads with heart by putting people first.

- Creates a positive culture in the restaurant and sets the up for success
- Serves those they lead through behaviors, actions and decisions
- Builds partnerships the drive restaurant performance and profit
- Communicates effectively and engages the team daily
- Coaches and motivates Leads and team members
- Recruits, develops and retains top talent to deliver remarkable guest experiences
- Demonstrates commitment to goals and inspires others to deliver excellent performance
- Recognizes the team with TDH recognitions tools.

### Authentic Connections

Creates personalized moments with guests, making TDH a preferred choice

- Serves as a role model of our approach to remarkable guest experiences
- Sets clear expectations with teams and creates a welcoming environment
- Takes actions to solve and celebrate guest feedback
- Regularly observes the team and operations from the guest perspective and celebrates or coaches accordingly

### Brand Champion

Serves as a representative and voice of the brand in the restaurant and community.

- Embodies the brand
- Serves as the local representative of the brand to the community and grow sales by partnering and participating in local events
- Builds and leverages community relationships to drive business and maximize catering opportunities in the community
- Champions and implements company-wide promotions, product launches, and product samplings
- Ensures the team executes and measures the impact of local promotions

## **Business Planning**

Maintains the balance between providing a high-quality team and guest experience and achieving financial goals

- Responsible for developing and maintaining all operating systems
- Develops sales forecasts and creates schedules to ensure cleanliness, quality and service will be met
- Monitors business: previous day numbers, schedules, cash shortage concerns and HACCP logs
- Reviews inventory efficiencies to control cost and maximize profitability
- Controls inventory and equipment inventory, conducts daily and weekly inventory counts and maintains inventory records
- Identifies strategies to increase revenue
- Creates communications, implements and follows up on operations and financial action plans
- Analyzes sales and labor results throughout and after each shift
- Maintains brand operating standards for product procedures, cleanliness standards and service expectations

## **Maintain Facility**

Ensures the restaurant is a safe, sanitary and appealing place for everyone.

- Monitors and maintains compliance with health, safety, cleanliness, security and fire policies, standards and regulations
- Identifies problems, conducts high-level troubleshooting and seeks repair (maintenance) supports for restaurant equipment to ensure equipment is operational

## **Required Knowledge, Skills & Abilities**

- Strong interpersonal skills and extremely resourceful
- Excellent analytical skills with proven ability to use data to inform business planning and decisions making
- Ability to manage contracts with vendors and suppliers with excellent written and verbal skills
- Proven ability to solve problems creatively
- Strong familiarity with restaurant performance software tools and practices
- Ability to create goals and project plans throughout the business unit, monitoring progress and making adjustments as needed
- Experience seeing projects through the full cycle, according to scope, budget and timeline
- Proven ability to utilize industry best practices, techniques and standards to ensure remarkable guest experiences, compliance with local and state regulations and operational excellence
- Proven ability to identify and develop talent
- Proven ability to effectively allocate resources
- Proven ability to manage inventory and other cost controls to increase profitability
- Proven ability to manage fiscal processes with transparency
- Ability to work in a fast-paced environment
- Ability to communicate effectively with guests, team members and above the restaurant leaders
- Ability to resolve issues in compliance with all standards
- Available to work all shifts, weekends and holidays

## **Education & Experience**

- Must have high school diploma or equivalent
- Minimum of 3 years management experience required

## **Physical Demands**

- Must be able to lift up to 50 lbs of force frequently to move objects

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- Ability to carry products/boxes and miscellaneous items weighing no more than 50 pounds
- Consistently handles products preparation
- Ability to kneel and follow proper lifting procedures
- Consistently lifts for products preparation, stocking and inventory