Dinosaur Restaurants LLC

Job Description

Job title: **Service Manager**

Division/Department: Operations

Reports to: Service Director

■ **Full-time** ☐ **Part-time**	■ **Exempt** ☐ **Nonexempt**

Essential Duties and Responsibilities:

The Service Manager's role is to provide uncompromised excellence at all time, making the Guest and the Bar-B-Que the heart and passion of all they do.

- Ensures the greatest degree of Hospitality to the Guests.
- Acts as the ambassador for the restaurant and to the Guests.
- Must focus on guest relations at all times.
- Ensures that our Guests have the best dining experience and want to consistently return.
- Ensures consistent execution of all FOH and BOH systems and profitability by providing and ensuring quality training, coaching, and follow- through.
- Accountable for service standards, systems, cleanliness, organization, team member engagement and the Guest experience.
- Accountable for suggestive selling, answering questions, taking and delivering Guests' order, follow up to ensure each Guest receives their correct food and/ or drink order, and every Guest is made to feel welcome.
- Knowledgeable of all Dining Room systems and operations (ToGo, Host, Bar, and service standards) and Kitchen (Expo, Smokehouse, prep and line quality identifiers and standards).
- Provides direction, coaching, and leadership for all Team Members including training, safety and sanitation.
- Responsible for establishing and appropriately communicating goals to Service Director/ Managing Partner on a regular basis.
- Effectively maintains the restaurant's facility, both exterior and interior, to Dinosaur standards (clean, neat, and organized) and ensures sufficient supply levels of tools available for both FOH and BOH Team Members to execute their responsibilities.
- Writes department schedule, effectively maintaining labor goals and Guest satisfaction. The schedule should be planned using forecasted sales and labor budget, while taking Team Member availabilities, requests and vacations into consideration.
- Responsible for posting department schedule in a timely manner. Ensures adequate advance notice is provided when posting holiday schedules.
- Communicates effectively with vendors.
- Knowledgeable of inventory procedures and is able to complete weekly inventory in their area of responsibility.
- Maintains a strong Dining Room sales focus, coaching Team Members throughout and after the shift.
- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures
- Adherence to company uniform and grooming policies
- Portrays a favorable image of Dinosaur Bar-B-Que at all times

Education and/or Work Experience Requirements:

- High School diploma or equivalent.
- 1-2 years of management experience.

- Full Service restaurant management experience.
- FOH and BOH experience required.
- PNL knowledge and cost of sales experience required.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customer.
- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service

Knowledge/ Skills/ Abilities

- Makes sure when the Guest leave, they leave feeling like there is no other place to eat than the Dino. Based on their service, food, ambience, hospitality from the staff, and overall good time.
- Exceptional interpersonal skills while showing your personality to the highest degree.
- Must have a passion for hospitality
- Excellent organizational skills while being able to work in an environment without a lot of structure.
- Must be self- motivated and driven to ensure the best outcome for our Guest.
- Exceptional leadership and motivational skills required. Must be able to attract, train, develop and retain the very best Team Members in the industry.
- Ability to define, measure and attain stretch financial goals for the restaurant – with a focus on year-over-year sales growth, Guest count increases, effective staffing levels, great service, add-on sales, and labor cost management.

Physical Requirements:

- Ability to sit or stand for long periods of time and work in a restaurant environment.
- Ability to lift at least 50 pounds.
- While performing the duties of the Manager, they are regularly required to stand and walk; talk or hear, in person and use hands repetitively to finger, handle, feel or operate kitchen equipment and other standard office equipment; reach with hands and arms; bend, kneel and crouch and climb.

Physical Requirements in a Typical Day:

	Seldom	Occasionally	Frequently	Continuously	N/A
Sit	X				
Stand				X	
Walk			X		
Bend		X			
Squat		X			
Crawl	X				
Climb	X				
Kneel	X				
Push/Pull	X				
Overhead Reaching		X			
Lift/Carry:					
1 – 10 lbs.				X	
11 – 20 lbs.			X		
21 – 50 lbs.		X			
50 – 100 lbs.		X			

NOTE: Dinosaur BBQ® reserves the right to revise or change the position plan as the need arises. This position plan is not all inclusive of total job responsibilities nor does it constitute a written or implied contract of employment.

Dinosaur BBQ® is an Equal Opportunity Employer.