

Job Description: Restaurant Manager  
Position: Restaurant Manager

#### Company Overview:

Join our dynamic team at SNOQSR, a locally owned Central Valley restaurant chain. We operate several fast-food restaurants and are seeking a motivated and experienced Restaurant Manager to oversee operations, lead the team, and ensure an outstanding customer experience.

#### Key Responsibilities:

- **Operational Management:** Oversee daily restaurant operations, ensuring efficiency, cleanliness, and adherence to company policies and procedures.
- **Team Leadership:** Recruit, train, and supervise staff, fostering a positive work environment and promoting teamwork and accountability.
- **Customer Service Excellence:** Maintain high standards of customer service, addressing concerns and resolving complaints promptly to ensure customer satisfaction.
- **Sales and Financial Oversight:** Monitor and manage financial performance, including sales, labor, and inventory costs. Prepare budgets, analyze profit and loss reports, and implement strategies to meet financial goals.
- **Inventory Control:** Manage stock levels, place orders, and oversee deliveries to ensure proper inventory levels and minimize waste.
- **Health and Safety Compliance:** Enforce food safety, sanitation, and workplace safety standards to maintain a safe and compliant environment.
- **Scheduling:** Create and manage staff schedules to ensure adequate coverage during peak hours while controlling labor costs.
- **Quality Assurance:** Monitor food preparation, presentation, and overall quality to ensure consistency with company standards.
- **Promotions and Marketing:** Implement company promotions and assist in local marketing efforts to drive sales and customer engagement.
- **Problem Solving:** Address operational challenges, equipment malfunctions, and staff concerns efficiently, ensuring minimal disruption to business operations.

#### Qualifications:

- **Experience:** Minimum of 1 years in restaurant management or a related field, preferably in a fast-paced, multi-location environment.
- **Leadership Skills:** Strong leadership and team management abilities with a proven track record of successfully managing staff and operations.

- **Customer Focus:** Commitment to delivering exceptional customer service and fostering a welcoming environment.
- **Financial Acumen:** Proficiency in managing budgets, analyzing financial reports, and implementing cost-control strategies.
- **Problem-Solving:** Excellent decision-making and problem-solving skills with a proactive approach to challenges.
- **Communication:** Strong verbal and written communication skills for effective interaction with staff, customers, and vendors.