

## JOB DESCRIPTION

<b>POSITION</b>	Restaurant Manager
<b>DEPARTMENT</b>	Operations
<b>REPORTING</b>	Licensee
<b>DOCUMENT NO.</b>	JD-OP-001
<b>REVISION NO.</b>	0
<b>EFFECTIVE DATE</b>	1 January 2010

No	Items	Description	Remarks
1	Job Objective	To ensure that the whole restaurant license performs as smoothly as possible by managing a team of employees. The position allows the candidate to develop and implement practices that will facilitate the achievement of the restaurant license and the license objective.	
2	Duties & Responsibilities	<ol style="list-style-type: none"> <li>1. Overseeing the day to day operation of the restaurant including cleaning, floor plan lay-out, table settings and theme of the restaurant.</li> <li>2. Hiring, training, supervising, promoting and firing of staff. Since good quality service is important managers strive to hire excellent staff.</li> <li>3. Working with the chef or cook to determine menu plans on a daily basis, for special events or occasions or for groups or parties.</li> <li>4. Purchasing all items including food, beverages, equipment and supplies.</li> <li>5. Managing all accounts payable and receivable, handling payroll and hiring accountants or bookkeepers if required.</li> <li>6. Meeting, greeting and getting feedback from customers. Advertising and marketing the restaurant within the community.</li> <li>7. Issuing of refunds to customers</li> <li>8. Report to work when scheduled in a clean, neat uniform, meeting all grooming and appearance standards.</li> <li>9. Planning and working with allocated budget and maximizing revenue while achieving sales target set by the top management.</li> <li>10. Create a relationships with the local community and undertaking activities which comply with the company's corporate social responsibility.</li> <li>11. Shall constantly ensure every customer is served adequately and pay attention on overall dining area.</li> <li>12. Check with customer in situation where there are three persons but meal ordered is two in quantity and ask politely if all orders is serve.</li> </ol>	

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3	Authority	This person has the authority to : a) Approve expenditures on budget purchasing of stocks b) Hire and fire subordinates or personnels in accord with the policies and procedures of the franchise restaurant c) Reviewing feedbacks and comments from the customers d) Determining on the day's menu e) Managing of accounts. f) Problem solving	
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