

Job Description

**POSITION TITLE: Assistant Manager**

**REPORTS TO: General Manager**

The primary responsibility of the Assistant Manager is to be the "Mayor of the Village," becoming the embodiment of the JumBurrito brand. Throughout the course of any shift, the Assistant Manager's "top of mind" focus must be on the Manager's 10 Commandments and living the JumBurrito 10 Core Values.

**Manager's 10 Commandments** **10 Core Values**

#1. Unit Appearance #1. **Integrity**

#2. Redbook Completed Properly #2. **Pride**

#3. Pre-Shift Briefing #3. Fun

#4. Food Tasted #4. Teamwork

#5. Greeting & Farewell #5. Fairness

#6. Mayor of the Village #6. Positive Image

#7. Restroom Checks #7. Optimism

#8. Grooming of Staff #8. Punctuality

#9. Drive Time Meets Delivery Standards #9. Community

#10. Table Numbers Are Used #10. Innovation

**SUMMARY OF POSITION:**

• The Assistant Manager embodies the "culture" of the restaurant with a cheerful, task-oriented attitude. S/he must be diplomatic and facilitate the smooth flow of quality foodservice by anticipating and overcoming challenges. The Assistant Manager's principle functions are to plan, organize and direct the work of the service personnel by serving as "team coach," and to maintain an established labor cost.

• The Assistant Manager possesses superior human relations and management skills, manifested through the ability to proactively select, orient, train and develop staff members. His/her ultimate responsibility is "Total Guest Satisfaction" through the quality service and performance of every individual.

• The Assistant Manager is accountable to the General Manager. S/he must work in close cooperation with the Main Office and the Senior Management Team.

• The Assistant Manager possesses superior food preparation, dining room service, beverage service, and sales skills, enhanced by experience. The Assistant Manager contributes a creative and motivational force behind service procedure and execution as well as the use of effective training checklists. The Assistant Manager is expected to uphold all company production specifications and the integrity of JumBurrito Total Quality Management.

• In addition to knowledge of food preparation, dining room service, beverage service, and sales technique acquired through training, seminars and experience; the Assistant Manager must possess a true understanding of the JumBurrito corporate culture, effective motivational techniques, and solid managerial skills. Presentation of products that appeal to the demands of the local restaurant market, and a basic awareness of the latest developments in electronic control equipment and cost control techniques are also necessary.

• The Assistant Manager assists in the ordering and purchasing of service supplies and food products.

• The Assistant Manager ensures that the restaurant’s interior and exterior surroundings, including landscaping areas are clean and professional. The Assistant Manager works with the General Manager to facilitate cleaning and repair and maintenance of the property, addressing all property line and “4 walls” marketing.

• The Assistant Manager strictly adheres to the systems outlined in the JumBurrito Management Policy Handbook, and follows critical path disciplines in all developing guidelines and procedural updates.

• The Assistant Manager is responsible for delivering a combined performance audit score of at least 90%. Performance audits include Facilities & Sanitation, Weekly Financial, Marketing, Training/Personnel, Safety 50/50 and Cash Handling audits, as well as Mystery Shops.

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

(Including, but not limited to:)

**A. Personnel Management and Labor Cost Control**

1. Hiring Suggestions to the General Manager
2. Training
3. Disciplinary action in General Manager’s absence
4. Restaurant Culture
5. Communication

**B. Ongoing Operational**

1. Hosting

2. Expediting Food and Beverage Service

3. Cash Control

4. Inventory Cost Control

5. Auditing Bookkeeping Process

6. Employee Time Labor Management

7. Staff Motivation and Education

**C. Sanitation, Health & Safety**

1. Sanitation and Health

2. Safety

3. Care and Maintenance of Property and Equipment

4. Sound System, Temperature and Ambiance

5. Lighting

6. Garbage/Recycling

7. Scale Accuracy

8. Accident Prevention

9. Accident Reports and Follow-Through

10. Security

11. Energy Conservation

12. General Housekeeping

# D. Guest Satisfaction

1. Total Guest Satisfaction
2. Greeting the Guest
3. Telephone Answering procedures
4. Overseeing the various “Stages” of the Guest’s dining experience
5. Coordination and supervision of Take-Out orders
6. Daily assignments of individual employees
7. Guest interaction

# E. Training and Supervision of Hourly Employees

* 1. Employee time and labor management
  2. Training of hourly employees
  3. Periodic evaluation input
  4. Complimentary and Disciplinary Action in the absence of the General Manager
  5. Termination recommendation
  6. Checklist completion

EMPLOYEE SIGNATURE DATE

This job description does not imply any written or verbal contract. It is for management communication only. We reserve the right to change this job and its related responsibilities as business requires. JumBurrito is an "at will" employer, able to terminate employment at any time, with or without cause, at the option of either the company or the employee.