

JOB DESCRIPTION

Job Title: Assistant Manager



Reports To

General Manager

Job Summary

Assists Restaurant Manager in overseeing, directing, and coordinating the planning, organizing, training, and leadership of restaurant staff necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

Activities & Responsibilities

Primary

- Promote, work, and act in a manner consistent with the mission of **EL MONO**: *To change lives one palate at a time by making available Prime Peruvian Cuisine to all types of patrons wanting to embark on an unforgettable culinary adventure.*
- Assist Restaurant Manager by ensuring that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Assist Restaurant Manager by ensuring that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Assist Restaurant Manager by achieving company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Perform various financial activities, such as cash handling, deposit preparation, and payroll.
- Supervise and participate in kitchen and dining area cleaning activities.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Assist Restaurant Manager by ensuring that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Control inventories of food, equipment, small ware, and liquor, and report shortages.
- Assist Restaurant Manager by purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services as needed.
- Prepare all required paperwork, including forms, reports, time edits and schedules in an organized and timely manner.
- Assist Restaurant Manager by enforcing standard working procedures and policies to ensure quality standards and service, and report directly to Restaurant Manager regarding any disciplinary actions needed.
- Assist Restaurant Manager by inspecting supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Assist Restaurant Manager by analyzing operational problems, such as theft and wastage, and establish procedures to alleviate these problems.

Activities & Responsibilities

- Be knowledgeable of restaurant policies regarding personnel.
- Continually strive to develop staff in all area of professional development.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Perform some food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks when necessary.
- Assist Restaurant Manager by ensuring that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Attend all scheduled employee meetings.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Tools & Technology (examples in parentheses)

- Cash registers
- Laser printers
- Notebook computers
- Personal computers
- Point-of-sale terminals and workstations
- Reservations Software (SEATME)
- Electronic mail software
- Office suite software (Microsoft Office)
- Point-of-sale software (Breadcrumb)
- Presentation software (Microsoft PowerPoint)
- Spreadsheet software (Microsoft Excel)
- Word processing software (Microsoft Word)

Minimum Qualifications

- Three or more years of front-of-the-house operations and/or experience as an assistant manager in the service or food and beverage industry
- Able to understand and speak using the predominant language(s) of guests
- Excellent basic mathematical skills
- Able to handle money and operate a point-of-sale system
- Able to work in a standing position for long periods of time (up to 5 hours)
- Able to reach, bend, stoop and frequently lift up to 50 pounds
- Stamina and availability to work 50 to 60 hours per week