

Restaurant Manager - Multiple Locations WA

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Company: Hungry Jacks

Location: Sydney

Category: other-general

About the role

This is a permanent full-time position; the applicant must hold and maintain a Food Safety Supervisor Certificate and/ or ServSafe Certification.

The Restaurant Manager is responsible for the safe, effective and efficient operation of all aspects of the restaurant. You will be Guest obsessed, leading the delivery of outstanding Quality, Service and Cleanliness to our Guests. You will create a culture of inclusiveness that promotes Growth Mindset, People Power, 100% Guest Obsessed, Stronger Together and Make a Difference

Your tasks will include:

Providing Safety Leadership

Manage day-to-day operations with a focus on safe work practices that are compliant with local legislation and Hungry Jack's standards.

Lead the Restaurant Safety Committee, utilising this team to spread the safety message across the restaurant.

Manage employee, guest and contractor incidents and injuries and the employee Return to Work process in such a way that the employee is keen to get back to work in a safe and timely manner.

Ensure safety and security procedures are enforced

Creating a Guest Obsessed Culture

Interview, hire, train and supervise your team to deliver exceptional guest service on every occasion, demonstrating a 'guest obsession'.

Evaluate employee performance, promotions, disciplinary discussions and resolve employee grievances appropriate to your role

Ensure that guests receive prompt service and quality food

Execute the National Marketing Plan to ensure our guests receive a consistent experience on every visit (correct pricing, marketing material displayed correctly)

Responding to guest' inquiries and feedback about goods and services and provide appropriate corrective actions or escalation to ensure guest satisfaction with response

Own (at a restaurant level) National incentive programs to improve the guest experience.

Building the Brand (Business Planning)

Utilise your Business Priority Plan to continually improve your Restaurant performance.

Review business results regularly and communicate to your team, with clear action plans implemented to achieve improvement.

Lead community engagement initiatives in your local area, to improve visibility and build brand loyalty.

Leading a High Performing Team

Create a culture that emphasises growth, trust and accountability.

Build your Restaurant Team, to ensure effective shift coverage with productive and proficient Managers, Shift Supervisors and Crew.

Develop and maintain a succession plan that engages and retains your internal talent pipeline.

Partner with your Training Coach to execute the Restaurants Training Plan.

Managing the Business (Profit and Controllables)

Accurately project and monitor sales, to ensure rostering and ordering support our guest obsession.

Planning and preparing work schedules and assigning staff to specific duties

Manage controllables (via your Portfolio Leads) to achieve profit goals.

Ensure regular stock take of inventory, maintain stock records, ensure alignment within budget

Verify sales data, follow up on point of sales irregularities, monitor discount and vouchering

Ensure accurate inventory ordering as per requirements for sales projections

Skills /Experience

AQF Associate Degree, Advanced Diploma or Diploma or at least 3 years relevant experience

Requirements:

All successful applicants for this position will be required to provide a National Police check.

Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.

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