

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: GOOD DOG MANAGER	Team: Specialty Operations
Reports to: Director of Specialty Operations	Status: Full-Time, Non-Exempt

Summary

The GOOD DOG Manager is responsible for managing the food service operation of GOOD DOG, ensuring our high expectations for guest service and experience are upheld. Under the direction of the Director of Specialty Operations the GOOD DOG Manager is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization’s mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Effectively leads team to success by directing, motivating, coaching, counseling, and fostering an environment of accountability to organizational standards and expectations, including utilization of proper documentation/feedback forms, as well as other appropriate means.
- Prepares the budgets (payroll, expense, etc.) for all GOOD DOG operations in conjunction with Director.
- Creates weekly work schedule to ensure appropriate coverage of shifts/operations.
- Proactively manages labor during changing business needs to ensure that the GOOD DOG team stays within budgeted parameters and overtime is kept to an absolute minimum.
- Approves weekly payroll and completes monthly hour transfers.
- Monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service, including knowledge of food preparation and presentation, food safety, beverage/bartending operations, opening/closing procedures, proper cash handling and register usage.
- Innovates/Researches new opportunities for GOOD DOG in conjunction with the Culinary Experience Executive Chef.
- Manages/oversees the restaurant to ensure it is kept clean and orderly and is operating efficiently including all front of house and back of house operations.
- Ensure health codes and safety standards are followed in order to maintain a high health score by ensuring Clumpies staff is properly trained in food safety and food preparation.
- Facilitates coordination of catering events in which GOOD DOG is participating.
- Implements menu at GOOD DOG.
- Maintains Serv Safe Certifications.
- Maintains stock at all locations and conducts inventory.
- Places orders for products.
- Meets regularly with the GOOD DOG team, providing support and as needed to resolve partner and guest service issues.
- Maintains Cost of Goods at or below established parameters.
- Manages portion control.
- Interacts with the Accounting Team to ensure See Rock City, Inc. remains on good terms with vendors by prompt payment of any invoices.
- Monitors cash handling, over/shorts, and weekly sales reports, reconciling discrepancies with the Accounting Team.
- Attends monthly Management meetings.
- Performs other duties as assigned by management.

Qualifications

- Bachelor’s degree in Hospitality Management, Business Management or related field of study preferred.
- Minimum three years’ experience in a full-service restaurant environment required.
- Previous leadership experience in restaurant/food service environment required.

- Ability to supervise and manage up to 8 partners.
- Models appropriate guest and partner interaction at all times.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Recipient of Serv Safe Certification.
- Ability to convey a conservative and professional image to guests.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public. Ability to read & analyze business correspondence. Ability to develop and write reports.
- Proficient in Microsoft Office Suite; experience with Point-of-Sale software preferred.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.