

## POSITION DESCRIPTION

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**POSITION TITLE:** Restaurant Manager

**CREATED:** January 11, 2017

**SUPERVISOR'S TITLE:** Operations Manager

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### POSITION PURPOSE

The Restaurant Manager is the lead position in the Virginia Zoo food service department under the direction of the Operations Manager. This position is in charge of food service facilities, which include a cafeteria style restaurant, specialty bistro walk-up facility, and seasonal satellite locations. The Restaurant manager will also assist the Operations Manager in delivering revenues and profits by maintaining efficient and effective practices while leading the foodservice team in delivering impeccable customer service.

### POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- ▶ **Customer Service:** Lead the food service team in delivering internal and external customer service with excellence and providing direction that represents the organization's standards of employee conduct and presence. Maintain a high level of patron satisfaction. Monitor, evaluate, and audit food, beverage and service offerings, initiate improvements, build relationships with the Zoo staff and food service vendors.
- ▶ **Cash handling:** Maintains and monitors cash handling procedures. Works within established financial controls with Zoo Operations and Accounts Managers to ensure safe and ethical practices.
- ▶ **Daily Operational functions:** Lead in establishing and enforcing policy and procedures. Maintain proper inventory levels and provide EOM physical inventory count. Approve orders of food & supplies. Ensure proper equipment functioning and reports maintenance issues. Work with Operations Manager on developing and implementing new and innovative menu, item concepts and pricing. Oversee staff scheduling and payroll.
- ▶ **Food Handling Standards:** Maintains Food Service Manager Certification through the Norfolk Health Department. Must demonstrate safe and compliant health and legal regulations by maintaining NCO (neat, clean and organized) food service facilities by establishing and enforcing sanitation standards and procedures set by the Norfolk health department. Ensure each food service team member maintains a current Norfolk Health Department food handler's certification card on file.
- ▶ **Staffing:** Accomplishes human resources objectives for the food service department by assisting in recruiting, selecting, orientating, training, scheduling, coaching, and communicating job expectations. Will also assist in planning, monitoring, appraising and reviewing job performance while maintaining the policies and procedures of the Virginia zoo food service hand book as well as the Virginia Zoological Society Employee guide book.
- ▶ **Catering:** Work in tandem with the Chef and Catering Coordinator to deliver high quality catering services.

- ▶ **Planning & Budget:** Assist Operations Manager in creating and implementing annual strategic sales forecasts and budgets. Controls purchases and inventory; evaluates usage and waste reports and takes corrective action. Performs formal as well as informal monthly analysis to evaluate food cost, inventory levels and product performance. Attend food shows and training opportunities to maintain current foodservice trends in operations.

## **EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES**

To perform this job successfully, an individual must have the following education and/or experience.

Associates or Bachelor's degree, significant food service management experience or a combination of both.

### **Qualifications**

- ▶ 3+ years of experience in the management of restaurant or food service operation.
- ▶ Exceptional customer service and communications skills that will ensure professional rapport with Zoo visitors, vendors, volunteers and staff.
- ▶ Exceptional problem-solving and interpersonal skills.
- ▶ An understanding with regards to pricing, menu variety (daily, catering, remote & events) and product levels.
- ▶ Familiarity with POS registers/back office, inventory controls, credit card terminals, restaurant equipment and satellite management.
- ▶ Excellent ability to think logically, prioritize and delegate responsibilities and effective time-management skills.
- ▶ Ability to assess and adjust labor and product needs to ensure efficiency.
- ▶ Ability to maintain a positive attendance record and to work a flexible schedule, including weekends, holidays and some evenings.
- ▶ Certified Food Service Manager.

### **SALARY & BENEFITS:**

Salary starts between \$30,000 – \$45,000 depending on experience and qualifications.

Qualify for paid holidays, health, dental, life insurance, and an employer IRA match following a 60 day probation.