



Job Description- Asst Manager

Job Title: Asst Manager

Reports to: Manager

Supervises: Food Handler/Guest Services

General Purpose:

Asst. Managers are responsible for working along side the managers to achieve the business performance of their restaurant, as well as maintaining high standards of food, service, and health and safety.

Main Job Tasks and Responsibilities:

- Maintaining fast and accurate service, positive guest relations, and ensuring products are consistent with company quality standards.
- Ensures Occupational Health & Safety Act, local health and safety codes, and company safety and security policy are met.
- Profit & Loss management, by following cash control/security procedures, maintaining inventory, managing labour, reviewing financial reports, and taking appropriate actions.
- Recruiting, interviewing, and hiring team members
- Conducts performance appraisals, takes disciplinary action, motivates and trains
- Ensuring that all employees adhere to Pita Pit's uniform standards
- Ensures company standards on equipment, facility, and grounds are maintained by using preventative maintenance program
- Ensures food quality and 100% customer satisfaction
- Ensures complete and timely execution of corporate & local marketing plans
- Champions recognition and motivation efforts
- Helping in any area when circumstances dictate

Educations and Experience:

- High School Diploma, 5 CXC passes (Math and English Mandatory), or equivalent preferred
- Knowledge of customer service principles and processes
- Knowledge of sales principles
- Relevant product knowledge and training
- Experience in a retail, customer service or sales environment
- Basic business administration knowledge

Key Competencies:

- Judgement
- Decision Making
- Information management
- Planning and Organizing
- Problem analysis and problem solving
- Delegating tasks and responsibility
- Motivating staff
- Communication
- Coaching
- Teamwork
- Flexible

