

Job Description

POSITION: ASSISTANT RESTAURANT MANAGER

NATURE OF WORK

The Assistant Manager position oversees the front of house operations and staff of Yella, as well as coordinates daily dining room activities, especially during peak business hours, including taking reservations, processing takeout orders, and seating guests, while constantly maintaining a friendly, professional and gracious demeanor. When not on the floor, the Assistant Manager focuses on administrative tasks such as scheduling, maintaining social media platforms,

MINIMUM QUALIFICATIONS

Education and Experience

Restaurant management experience is preferred, as is a Bachelor's degree.

Knowledge, Abilities, and Skills

Ability to accomplish multiple tasks simultaneously and under pressure; knowledge of daily operations in the restaurant industry; ability to interact well with others and as part of a team; the ability to communicate information effectively; knowledge of principles and practices for providing excellent customer service; polished and professional manners; knowledge of the structure and content of the English language; knowledge of principles and processes for providing customer service, including customer needs assessment; ability to motivate, develop and direct people while they work; requires being responsible, reliable, dependable and honest

Tools and Technology

Knowledge of Microsoft Word and Excel, experience with social media platforms, knowledge of POS systems and Constant Contact is desirable

WORK ACTIVITIES

Performing for and working directly with patrons of Yella; providing information to supervisors, co-workers and customers by telephone, in written form, or in person; observing, receiving and obtaining information from all relevant sources; representing the Company to customers, the public and other external sources; develop constructive and cooperative working relationships with others and maintaining them over time; analyzing information and evaluating results to choose the best solution and solve problems; handling complaints; developing specific goals and plans to prioritize, organize and accomplish your work; providing direction and guidance to subordinates

ILLUSTRATION OF DUTIES

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Investigate and resolve complaints regarding food quality, service or accommodations
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages, especially in questionable situations
- Monitor dining room to ensure proper service flow
- Schedule staff hours and assign duties
- Establish standards for personnel performance and customer service

- Answer questions about menu items and make recommendations as needed; take reservations; process takeout orders; and seat guests, especially during peak business hours
- Manage and plan the social networking sites of Yella, including, but not limited to Facebook, Twitter, Instagram, Pinterest, LinkedIn and FourSquare
- Coordinate donation requests
- Conduct interviews for new team members and interns, and recommend hire
- Train new hires, including review of employee paperwork, training manuals, employee handbooks, and create training schedules
- Conduct ongoing employee performance management and reviews
- Handle select personal affairs of the owners, including sensitive and confidential information
- Organize and file all Company paperwork
- Create and send seasonal email newsletters
- Maintain customer mailing list
- Update gift certificate records
- Respond to all customer reviews on sites such as TripAdvisor and Yelp
- Ensure that all paperwork is printed and available at all times
- Maintain employee files to ensure legal compliance at all times, as well as check employee references and backgrounds
- Attend webinars and seminars related to topics such as social media, labor law compliance and marketing strategies
- Managing interns

SUPERVISION RECEIVED

The Assistant Manager is overseen by the Owner Operators.

SUPERVISION EXERCISED

The Assistant Manager oversees the front of house employees, including the servers, host/hostess, and busser.

UNIFORM

- Business casual attire.