

## Manager

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Company: DMD Restaurant Group

Location: Fort Myers

Category: other-general

### GENERAL PURPOSE OF THE JOB

This job requires the Manager to direct the work of other store employees in order to create and maintain a profitable store environment that provides best-in-class service, hospitality, and food and beverage to every guest. The Manager must also manage costs, initiate local store marketing and recruiting efforts, and ensure that proper policies are followed, including employment and incident documentation.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities of a Manager include, but are not limited to:

Effectively teach, motivate, and coach all team members including the kitchen crew and Twin Peaks Girls

Must follow proper Twin Peaks Girls Audition Guidelines

Proactively recruit and cast Twin Peaks Girls that meet or exceed the requirements in the Audition Guidelines

Effectively teach, motivate, and coach all team members including the kitchen crew and Twin Peaks Girls

Ensure that Steps of Service are followed at all times and motivate staff to provide service to every table

Hold kitchen staff accountable to standards, safety, and sanitation guidelines

Responsibly handle cash, including but not limited to assigning drawers, computing employee checkouts, and bank deposits

Respectfully and properly handle all issues of alleged discrimination or harassment in accordance with policy

Maintain an atmosphere free of intimidation, discrimination, harassment, poor attitude, or poor work performance

Drive sales by working with other Managers, Twin Peaks Girls and other team members to execute excellent operations and local store marketing efforts

Effectively coach and counsel

Hold team members accountable to standards and be willing to correct standards that are not met in any area of Twin Peaks

Maintain organized and updated training schedules, programs and materials for new employees

Effectively execute training and development programs

Practice sound inventory control

Dress and act professionally each day to set a good example for all employees

Uphold standards of cleanliness per Health Code and periodic Quality Assurance Checks

Ensure that alcohol is always served responsibly and in accordance with the law

## **EDUCATION AND/OR EXPERIENCE**

Must have leadership experience in high-volume restaurants and/or bars.

## **LANGUAGE SKILLS**

Ability to effectively communicate in the English language. Spanish and/ or

Creole communication skills are extremely helpful.

### **REASONING ABILITY**

Ability to apply common sense and understanding to carry out simple one or two-step instructions. Ability to deal with standardized situations with only occasional or no variables. Ability to mathematically compute proper change and accurately settle checks. Ability to apply common sense understanding to carry out multi-step instructions. Ability to deal with quickly changing situations with many variables. Ability to mathematically compute proper change, accurately perform checkouts for employees, and compute correct bank deposits.

### **CERTIFICATES, LICENSES, AND REGISTRATIONS**

Must attend orientation and agree to policies and procedures as outlined. Must attend and successfully complete the Twin Peaks Manager training program prior to working a shift without supervision. Must successfully attend and complete any and all other required training in compliance with local and state regulations, such as food and/or alcohol service certifications.

### **PHYSICAL DEMANDS**

The physical demands described here are the representative of those that must be met by an employee to successfully perform the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All Management Positions at DMD Restaurant Group provide benefits, paid time off, flexible schedules. There is always room to advance as we are a growing hospitality company.

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