

Job Title: Store Manager

Reports To: Area Manager

POSITION SUMMARY:

Manages daily outlet operations and assists with managing staff, raw material stockings and hygiene at the outlet.

Strives to continually improve guest and employee satisfaction and maximize the financial performance in areas of responsibility.

DUTIES AND RESPONSIBILITIES

- Understands and trains everyone at the store that NO KOT MEANS NO ORDER
- Makes sure all staff are following SOP's as explained
- Creates a positive team atmosphere among Team Members.
- Maintains records of staff periodic manner and makes sure everyone is punching in on a daily basis
- Provides feedback and coaching to the Team regularly.
- Sets high standards for appropriate team behavior on shift.
- Works with kitchen staff to make sure orders are made according to SOP
- Handle guest complaints in Outlet.
- Makes and send staff duty rota for the week on a timely basis to HR every Sunday
- Makes sure supplier bills are uploaded on the drive on a timely basis and accurately
- Check the quality of deliveries of fresh food.
- Arrange for maintenance and repair of equipment and other services according to contacts provided
- Timely cash deposits on a daily basis in the bank
- Ensures new products are executed properly.
- Is capable of handling customers grievances with a friendly/calm attitude.
- Ensures product quality and great service.
- Shows enthusiasm about Customers within the restaurant.
- Is flexible in dealing with changes/problems (e.g., being short staffed).
- Has effectively forecasted Outlet needs.
- Taking Ownership of issues or tasks and also give detail update to Area Manager
- Seeks, listens and responds to Customers feedback.
- Have proper HISAAB knowledge
- Recruiting, training and supervising staff.
- Do a shift to manage weekly offs in between cashiers
- Provide **best service** to ALL Customers at ALL times. Look after customer's grievances.
- **UPSELL** and train rest cashiers to upsell

- Make sure each customer is billed **properly**. Keep an eye on the cashiers for any mistakes
- **Receive stock** (CHECK the orders/ COUNT / stamp and sign the bill). **Order stock** too.
- **Check on daily Handovers**. Be present at the time of cashier's handover.
- Settle card payments / tally the drawer cash with the system cash, without fail.
- Maintain a good atmosphere for the employees in the outlet. Guide and direct them with duties according to decided weekly schedules.
- Make sure that the outside and inside areas of the outlet are clean at **all** times.
- Check the cleaning of the outlet.
- **Report** to Area/Operation Managers.
- Responsible for making monthly store PNL
- Following and implementing new rules and regulations set by the company .
- Should look after the smooth functioning of the outlet.
- Solve any outlet related problem

PREREQUISITES :

Education: Degree or Diploma in Hotel Management or equivalent.

Experience:

- Has effectively managed Team Members for 12+ months.
- Previous experience in similar Job role.
- Coached and improved performance of at least one poorly performing Team member/Manager.