

**CAST IRON JOB DESCRIPTION**  
**RESTAURANT GENERAL MANAGER**

**JOB SUMMARY**

The General Manager is responsible for managing the daily operations of the Cast Iron Restaurant & Bar, including the selection, development and performance management of employees for both front & back of house. In addition, they oversee the inventory and ordering of supplies, optimize profits, and ensure that guests are satisfied with their dining experience.

**ESSENTIAL DUTIES**

**General**

- Oversee and manage all areas of the restaurant and make final decisions on matters of importance.
- Conduct employee meetings in collaboration with owners.

**Financial**

- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.
- Responsible for ensuring that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.

**Food safety and planning**

- Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws/ordinances.
- Responsible for ensuring consistent high quality of food preparation and service.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Estimate food and beverage costs. Work with owners for efficient provisioning and purchasing of supplies. Supervise portion control and quantities of preparation to minimize waste.
- Estimate food needs, place orders and act as liaison with distributors, and ensure product is received in correct unit count and condition and in accordance with Cast Iron's receiving policies and procedures.
- Uphold all ServSafe guidelines.

**Guest service**

- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.

**Operational responsibilities**

- Ensure that proper security procedures are in place to protect employees, guests and company assets.
- Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or employee is injured.
- Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
- Investigate and resolve complaints concerning food quality and service.
- Promote business through marketing and advertising.
- Works with owners on food & drink menu creation.

**Personnel**

- Interview all employees. Manage direct hiring, supervision, development and, when necessary, termination of employees.
- Conduct orientation and oversee the training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Maintain an accurate and up-to-date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.

**Community Involvement**

- Provide strong presence in local community with high level of involvement by restaurant and personnel.
- Act as an AMBASSADOR for Cast Iron

**PERSONAL REQUIREMENTS**

- Self-disciplined, with initiative, leadership ability and an outgoing/welcoming demeanor.
- Pleasant, polite manner and a neat and clean appearance.
- Able to motivate employees to work as a team to ensure that food & service meets appropriate standards.
- Effectively handles the pressures of simultaneously coordinating a wide range of activities and recommends appropriate solutions to restaurant problems.
- Role models timely, effective and respectful communication with diverse staff.
- Able to determine applicability of experience and qualifications of job applicants.

### **ACCOUNTABILITIES**

- Keeps Owners promptly and fully informed of all important matters
- Meets or exceeds all cost ratio goals.
- Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with Cast Iron policies and procedures.
- Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
- Responsible for staffing to ensure successful service including covering shifts if necessary in the event of an absence.
- Portrays a favorable image of Cast Iron to guests and employees ensuring guest satisfaction.
- Performs other duties and responsibilities as required or requested.

### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

- Hours may vary if manager must fill in for employees or emergencies arise (typical work week 50 hrs).
- Ability to perform all functions at the restaurant level.
- Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.
- Work with hot, cold, and hazardous equipment as well as operates phones and other office equipment.

### **QUALIFICATIONS (EXPERIENCE/EDUCATION)**

- 5+ years of Restaurant industry experience.
- ServSafe certified or willingness to obtain within 60 days of hire date.
- Intermediate knowledge of computers (MS Word, Excel)
- Proficient in the following dimensions of restaurant functions: food planning and preparation, purchasing, sanitation, security, company policies/procedures, personnel management, recordkeeping, and preparation of reports.
- Must possess a valid driver's license
- Must be eligible to work in the United States

### **PROVISIONS**

- This job description/posting in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties.
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

### **SALARY, BENEFITS & APPLICATION INSTRUCTIONS**

This position is a full-time employee of Cast Iron. The starting salary will be \$50,000 and up depending on qualifications, and the role includes the following benefits: PTO, flexible scheduling, free meal per shift and a bonus structure. Please submit a Cast Iron Employment Application or Cover Letter and Resume in person, via email to [castiron2016@outlook.com](mailto:castiron2016@outlook.com), or online at [castironduluth.com](http://castironduluth.com)