

Buffalo American Legion Post 270

Job Description: General Manager

Position Summary:

The General Manager will play the key role in the operation of the Buffalo American Legion Post 270 operation. The General Manager has the overall responsibility for directing the daily operations of the Establishments, ensuring compliance with the standards in all areas of operation, including product preparation and delivery, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting and retention of team members, financial accountability, ensuring that the highest quality products and services are delivered to each customer and other duties as required or assigned.

Main Job Tasks and Responsibilities

Club Management

- set operating goals and objectives
- prepare and implement standard operating procedures
- Participate in Post marketing committee for development and implementation of marketing and promotional activities including social media (Facebook & Website).
- prepare and analyze management reports
- determine and execute operating improvements
- identify and evaluate competitors
- keep current with trends in the restaurant industry
- Attend monthly Legion Post Executive Committee meetings.
 - Develop monthly club report for submission at the EC meeting.

Employees

- assess staffing requirements and recruit staff when needed
- train and coach staff
- manage staff performance in accordance with established standards and procedures
- ensure staff know and adhere to established codes of practice
- organize and monitor staff schedules
- maintain employee records
- co-ordinate restaurant operations during each shift

Financials

- analyze food and beverage costs and work with Kitchen manager in assigning menu prices

- total restaurant receipts and reconcile with sales
- ensure cash management procedures are completed accurately
- set and monitor budgets
- analyze budget variances and take corrective actions
- establish and implement financial controls
- implement and oversee cost cutting measures
- plan and monitor restaurant sales and revenue

Operations

- monitor adherence to health, safety and hygiene standards in kitchen and restaurant
- keep records of health and safety practices
- ensure compliance with restaurant security procedures
- ensure alcohol regulations are adhered to
- interact with customers
- oversee preparation of food and beverage items
- ensure quality of food and beverage presentation
- interact with customers to ensure all inquiries and complaints are handled promptly
- identify and estimate food and beverage supply requirements check and order supplies of non-food items and place orders with suppliers
- negotiate purchase prices and develop preferred suppliers
- check quality of deliveries and documentation
- ensure correct storage of supplies
- arrange for maintenance and repairs of equipment and services
- Serve on committees and task forces as assigned

Physical Demands

- Required to walk, sit, stand, bend, climb, balance, stoop, kneel, crouch, crawl, and move continually during working hours
Required to talk and hear
- Must have functional computer skills with basic knowledge of Microsoft Office (Outlook, Word, Excel & POS Systems)
 - Currently hold or be able to obtain the SERVE SAFE certificate
 - Must be able to work days, evenings, weekends and holidays and be on-call, as needed