

Assistant Restaurant Manager

In the subject line please indicate job title. If you are registered at PeninsulaWorks and have a Career Consultant please include their name.

To apply please send resume to:

lyassa@peninsulaworks.biz

Location: Daly City

Education Required: AA Degree

Compensation: \$15.20/hr + benefits

Experience Required: 2 years

of Openings: 1

Full-time/Part-time: Full-time

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Position Summary

Assist the Restaurant Manager (RM) in the achievement of the store business goals (i.e. achievement of FSC and profitability targets) thru effective management of day-to-day operations; in sales building activities thru development of packaged programs promotional activities; and maybe responsible for the training and development of other management team members: Supervisors, Management Trainees.

Requirements:

- At least Associate's Degree or related courses in Business, Management, or equivalent combination of education & experience.
- Demonstrated experience in managing others/teams preferably in food service industries.
- At least 2 years' experience as a Team Leader in a food service or retail operations.
- Basic Operations Training Program or its equivalent
- Food Safety Certification (ServSafe)
- **Technical Competencies:**
 - Shift Management
 - FSC Management
 - Customer Feedback Management
 - Budgeting
 - Profitability Management and Financial Analysis
 - Customer and Retail Trade Area Insighting
 - Sales Information Management
 - Sales Strategy Development and Implementation
 - Local Store Marketing
 - Business Continuity Planning
- **Core Competencies: C.A.M.P. requirements:**
 - Creating the Business
 - Advancing Personal Excellence
 - Managing the Business

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- Promoting People Processes
- **Essential Traits (as assessed using HR tool):**
 - Takes Initiative
 - Persistent
 - Wants Challenge
 - Analytical
 - Balance of Authoritative and Collaborative
 - Effective Enforcing
 - Enlists Cooperation
 - Finance/Business
 - Numerical
 - Wants to Lead
- **Behavioral Attributes (live the core values of the organization):**
 - Customer Focus
 - Excellence
 - Teamwork
 - Humility to listen and learn
 - Honesty and Integrity
 - Spirit of Family and Fun
 - Respect for Individual
 - Frugality
- **Computer Literacy:** Proficient in MS Applications (MS Word, Excel, Powerpoint), Oracle and PosNet.
- **Physical Effort/Requirements:** While performing the duties of this job, the employee will:
 - Stand/walk for the majority of their scheduled work shift.
 - Lift, reach, pull, push, grasp and use hands frequently.
 - Bend and/or squat down for the majority of their scheduled shift.
 - Climb, stoop and/or kneel rarely.
 - Lift up to 50 pounds occasionally.
 - Need to see well enough to read/compose email, reports and use the computer and be proactive to customers' needs.
 - Need to speak and hear well enough to receive instructions and communicate with employees and customers.
 - Be required to work irregular hours, varying work shifts schedules.
- **Work Environment:** While performing the duties of this job, the employee is regularly exposed to:
 - Kitchen equipment
 - Hot and cold temperatures and a wet work area.
 - Cleaning chemicals

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- Possible cuts and burns.
- Moderate noise level in work environment is usually.
- Wet and slippery floors.
- Tensions and pressures may arise in meeting deadlines and goals.

Responsibilities:

- Assist the Restaurant Manager (RM) in achieving sales targets by recommending promotional activities for Packaged Programs to support the sales strategy designed by the RM. Assists in the effective implementation of the programs.
 - Assist RM in Sales Analysis. Provides inputs from Sales Profit Analysis Report (SPAR).
 - Develop and recommends specific promotion activities for packaged programs to support sales building strategies/directions as defined by the RM.
 - Ensure proper implementation and evaluation of promotional activities for Packaged Programs
- Ensure effective implementation of in-store and out-of-store merchandising activities.
- Help the RM in creating the Food, Service, Cleanliness (FSC) culture in the store by leading the team in defining and implementing FSC initiatives and activities and by helping identify opportunities to balance FSC & Profit & Loss demands.
- Lead/manage store team for achievement of FSC goals thru effective operations, this includes proper and integrated execution of operations activities that ensures delivery of all FSC support requirements.
 - Regular review and assessment of operations. Conducts Store FSC Audit. Works with Managers to identify problems and formulate actions plans to address concerns.
 - Ensures effectiveness of the store Production Systems and requirements are in place.
 - Monitor Supervisors to ensure that Service Systems and Crew support requirements are in place.
 - Conduct regular review and assessment of the Product Quality and Service Quality levels. Lead and coach management team to design Product /Service Quality & Cleanliness & Sanitation programs. Deploy activities and tracks implementation.
- Ensure effective operational implementation of New Product Standards, Procedures and Processes.
- Design an effective and efficient Building, Equipment & Facilities Maintenance Program to support FSC requirements and build brand.

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- Preventive Maintenance Program development and implementation.
- Supplier coordination.
- Help the RM in creating a cost management orientation among the store team by leading them in defining cost management and operational efficiency improvement activities. Lead in the implementation of activities to improve store cost performance levels.
- Ensure achievement of variable cost targets in the areas of Food Cost & Paper Cost (FC/PC), operating expenses, utilities, Repairs & Maintenance (R&M) & Local Store Marketing (LSM). Oversee Supervisors to ensure achievement of Labor Cost targets.
- Design variable cost management strategy for approval by RM. Monitor and evaluate implementation.

People Management & Development

- Crew
 - Assist Restaurant/Store Manager (RM/SM) in crew sourcing, selection and interview.
 - Train/Certify crew, crew trainers and crew trainees
 - Assist RM/SM in Crew Assessments, performance appraisal documentation and submission.
 - Conduct crew meetings.
- Monitor consistent implementation of Code of Conduct (Employee Handbook) and all HR and Legal requirements and procedures.
- Manage effective management-crew communication, feedback, performance management, coaching, and discipline.

Managers

- Implement the store's Manager Training System
- Train/Certify supervisor/s & management team trainees
 - Assist RM in Manager Performance appraisal documentation.
 - Assist the RM in conducting management team meetings.

Operational Administration

- Assist the RM in achieving Store Safety & Security Audit Result targets.
 - Safety Program
 - Develop and recommend Store Safety Program.
 - Identify, enable and supervise Teams Leaders for Fire Brigade, First Aid and other
- Employee & Workplace Safety Teams.
- Security Program
- Develop and recommend the store Security Program.

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- Ensure proper implementation of store security programs including cash control system, information security, physical security and fixed asset management.
- Perform other assignments from time to time as directed by management.
- Prepare periodic status reports related to store operations and/or technical services/support to Restaurant Manager and other reports that maybe required by management.
- Perform administrative duties as necessary i.e. making copies, filing, etc.
- Prepare individual performance plans, objectives, goals, strategies and measures (OGSM).
- Prepare management reports, store reports/requirements as required.

Employee Benefits:

Meal Privileges:

Asst Restaurant Manager: \$125/mo worth of food products while on duty; 20% discount in all other Jollibee stores

Intensive Training

Career growth (with defined Career Path)

- ✓ Medical & Dental Insurance: after 1st 60 days; company pays 75% for employee, and 25% for employee's dependents
- ✓ Paid vacation and sick leave : accrual starts from date of hire; employee can avail after completion of 1 year service
- ✓ 401 k: Eligibility upon completion of 1 yr service
- ✓ Life Insurance: Eligibility upon completion of 1 yr service (100% shouldered by the company)
- ✓ Annual Pay Review & Increase (based on performance evaluation): Upon completion of 1 yr service