



Assistant Manager- Restaurants

Assists the general manager in the day-to-day operations. Is directly accountable for the supervision and management of the bar and bar operations, the host, waiter/waitress front of the house staff. Maintains the highest quality of beverage and service standards, cleanliness, sanitation and safety.

In the absence of the general manager, oversees and coordinates the activities concerning all front-of-the-house operations, to provide the highest standards of Quality, Value and Service to all Cooper Restaurants guests.

ESSENTIAL JOB FUNCTIONS: (Key Tasks and Responsibilities)

1. Increases sales in the restaurant by providing the highest levels of uncompromising quality of food, beverage, reception, greeting, seating and service.
2. Supervises the bar, host, and wait staff during day-to-day operations to ensure all standards of Cooper Restaurants quality and service are achieved during each shift.
3. Generates maximum financial performance of beverage operations to include responsibility for generation of revenue and effective cost controls. Sets, submits and achieves operating budgets, to the general manager on a monthly basis, which includes sales, cost of sales, (liquor, beer, wine, labor, operating supplies, etc.).
4. Develops accurate and aggressive short and long range financial objectives relating to liquor, beer and wine sales.
5. Sets par and inventory levels for all beverage items, bar supplies, glassware, small wares and equipment to ensure correct quantities for the day-to-day business. Conducts bar inventories on a monthly basis.
6. Correctly orders liquor, beer, wine, bar supplies, glassware, small wares and other bar equipment to ensure effective bar operations.
7. Works as a floor manager during each meal period to: support the service staff; ensure the highest levels of quality and service; visit tables to interact with guests; monitors proper front door procedures, reservations, seating and greeting which result in effective control of the flow of our guests. In the absence of the general manager, operates as the manager-on-duty (“MOD”) for the shift.

8. Conducts first interviews for bar, host, and wait staff candidates and recommends hires to the general manager.
9. Provides orientation and training, according to all Cooper Restaurants training systems, standards and manuals, for all front of the house new hires.
10. Conducts pre-shift line-up meetings with all front-of-the-house personnel prior to the beginning of each shift, to ensure that the restaurant is ready for service, communicate special information and to maintain on-going communication with the staff.
11. Conducts on-going front of the house staff meetings to provide continuous training and development in the areas of service, suggestive selling and sales techniques, liquor, beer and wine sales, safety, security and sanitation.
12. Writes the weekly work schedule for bar, host and wait staff personnel to ensure sufficient staffing for the demands of the business, while achieving budgeted labor and labor cost guidelines.
13. Ensures that all front of the house cleaning, maintenance, housekeeping and side work duties are accomplished as indicated on the maintenance and housekeeping checklist.
14. Pro-actively communicates to general manager and other members of the management team to share and convey information regarding the restaurant. Works toward no surprises.
15. Is trained and developed by the general manager in other duties and responsibilities according to the schedule established by the general manager.
16. Correctly performs all duties necessary to close the restaurant.

PHYSICAL DEMANDS: (Minimum qualifications needed to perform the essential job functions)

1. Must be able to lift, handle, carry food, supply, small wares, equipment, supplies and paper goods at a minimum of 50 pounds constantly and up to 100 pounds occasionally.
2. Must be able to constantly stand and exert well paced mobility for a period up to (4) hours in length.
3. Must be able to bend, kneel, stoop, reach, and squat on a frequent basis to receive and store stock, supplies and equipment.
4. Must be able to communicate effectively and listen attentively to supervisors, employees, vendors and customers.
5. Must be able to taste - to be able to distinguish between and among flavors, spices, temperatures, mouth feel and smell - to distinguish between and among odors and scents as to their appeal and level of intensity for all food and beverage products.
6. Must be able to work in an environment subject to extreme cold (30 degrees), heat (temperatures above 100 degrees), loud noises from restaurant equipment and machinery