

Job Descriptions

Genghis Grill Franchise Concepts, LP. has developed job descriptions to help you assign duties to your warriors. Understand that each job description describes a role—individual warriors may come and go, but the task at hand will still remain.

Even though each job description outlines specific tasks, make sure your warriors understand there may be times when they receive an assignment that is above and beyond the call of duty to keep the operation running smoothly. Promote teamwork!

General Manager ◀

In the franchisee's absence, the general manager has the ultimate responsibility for daily unit operations.

- Responsibilities:*
- Oversees operations, following the manager's checklists (see **Section E**).
 - Is capable of performing every function in the restaurant so as to properly supervise all of those functions.
 - Effectively communicates with everyone, from the franchisee to the assistant manager and other warriors, to customers, to vendors, and to Genghis Grill Franchise Concepts, LP. representatives.
 - Ensures adherence to policies and procedures, setting the standard for excellence in the restaurant.
 - Is responsible for building store sales and is accountable for profit and loss.

Assistant Manager ◀

The assistant manager's duties are similar to those of the general manager in that he or she is responsible for working with the general manager to supervise the day-to-day operations of the store, utilizing the manager's checklists (see **Section E**) as a guideline. The assistant manager is expected to "back up" the general manager and do whatever is necessary to aid him or her in achieving the goals set for the store.

Manager on Duty ◀

The manager on duty is to handle anything that comes up over the course of a shift that the general manager or assistant manager would normally handle. The manager on duty also conveys any problems, concerns, etc., to the general manager or assistant manager.

Host (ess) ◀

The host (ess) is the first and last impression customers will have with Genghis Grill®.

Responsibilities:

- Greets customers as they come in the door with a friendly, glowing smile and says, "Hello. Welcome to Genghis Grill®"
- Communicates with customers and conveys accurate wait times.
- Seats customers efficiently according to proper table rotation.
- Provides teamwork and support to other warriors.
- Communicates constantly with managers to let them know what is going on at the front door.
- Smiles

- Thanks customers as they are leaving and open doors.
- Answers the phone according to proper procedure.

Server ◀

While the host (ess) is the first and last impression customers will have with Genghis Grill®, the server is everything in between.

- Responsibilities:*
- Properly and thoroughly performs the side work necessary to open, operate, and close the restaurant.
 - Greets customers and explains the 5 Steps to Mongolian stir-fry.
 - Upsells beverages and desserts.
 - Anticipates and fulfills customers' needs.
 - Promotes Genghis Grill® positively to customers, especially by educating them on the Genghis Grill® website, gift cards, merchandise, events, and special offers.
 - Processes customer payments and thanks customers for visiting. Also encourages customers to come back again soon.
 - Positive attitude
 - Team oriented

Bartender ◀

- Responsibilities:*
- Properly and thoroughly performs the side work necessary to open, operate, and close the bar area of the restaurant.
 - Serves customers directly and processes drink orders for the servers.

- Pours drinks properly according to specifications.
 - Serves customers responsibly.
 - Answers the phone according to proper procedure.
 - Processes checks and accepts payment from customers ordering drinks at the bar, from customers ordering 'To-Go bowls, and from customers who actually sit and eat at the bar.
 - Verifies that the drawer is at the correct level at the end of the shift.
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- Maintains the bar tracking sheets and informs the manager on duty if the restaurant is out of any bar items or supplies.

Busser ◀

The busser is responsible for the cleanliness of the entire front of house, as well as the area directly in front of the restaurant before, throughout, and after the shift.

- Responsibilities:*
- Pays particular attention to the cleanliness of tables as well as the dining room floor.
 - Assists servers by refilling tea and water glasses.
 - Busses tables after customers have left the restaurant. Removes glasses, silverware, and any bowls left on the table, wipes the area with sanitizer, and center sets the table.

Grill Master ◀

The grill area is the most important area of a Genghis Grill® restaurant because it is the heart and soul of the Genghis Grill® concept. Therefore, the grill master is a primary focal point.

- Responsibilities:*
- Properly and thoroughly performs all necessary side

work to open, operate, and close down the grill and grill area.

- Follows proper procedures for cooking customers' bowls, including:
 - Proper cooking times for each bowl
 - Non-mixing of separate bowls
 - Proper rotation and delivery of bowls
 - Safety and health standards
- Serves customers starches to go with their bowls.
- Interacts with customers while cooking their bowls. Answers questions and entertains customers with exceptional cooking skills.
- Keeps the grill and the entire grill area clean throughout the course of the shift.
- Reminds customers to **ENJOY THEIR BOWL**.

Expediter ◀

Responsibilities:

- Keeps the food bar and surrounding area clean.
- Makes sure food is fresh and keeps food levels bountiful while the restaurant is open.
- Adheres to health and safety standards when handling food and utensils or containers that come in contact with food.
- Constantly communicates with the prep person so the food bar remains full at all times.
- Is responsible for the cleanliness and sanitation of the walk-ins and the food carts used to carry food out to the food bar.

Prep ◀

- Responsibilities:*
- Prep all food on the prep list for the entire day.
 - With the managers aide, sets prep levels and adheres to those levels to ensure there is always fresh, prepped food.
 - Adheres to health and safety standards when handling food.
 - Keeps the prep area clean, safe, and free of clutter.
 - Properly and thoroughly completes all side work associated with the prep position.

Dishwasher ◀

- Responsibilities:*
- Keeps the dishwasher and surrounding areas clean.
 - Ensures proper sanitation of all eating utensils, bowls, and glasses.
 - Ensures proper sanitation of all back-of-house materials that are used for food storage, preparation, and delivery.

Facilitator/Utility ◀

- Responsibilities:*
- Keeps the line moving and assists the customers in line with all matters.
 - Communicates with customers regarding recipes and proper bowl mix.
 - Communicates with customers and grill masters regarding starches and the manner in which the bowl is to be cooked at the request of the customer.
 - Doubles as a grill master and expediter.