

Job Title: General Manager

Summary: Day to day management of a Great Harvest Bakery Cafe and its staff. Meets or exceeds sales and profitability goals as established by ownership. Reports directly to the Franchise Owner.

Responsibilities:

Primary Responsibilities: The general manager will be responsible for overseeing all the restaurant's operations, which includes:

1. Culture:

- Uphold and promote the company's mission statement through daily operations.
- Proactively recruit and hire team members aligned with the organizational culture, and create and maintain a culture that minimizes turnover.

2. Personnel Management:

- Develop and manage employee schedules and compliance
- Lead employee onboarding and training processes.
- Oversee payroll, pay scale, and address job performance, including punctuality, task completion, and interpersonal issues as directed by owner.

3. Customer Service Excellence:

- Ensure adherence to brand standards from open to close.
- Supervise Breadboard execution, greetings, order flow, and upselling techniques.
- Foster fast and efficient transactions, speed of service, and rewards programs.
- Manage the lobby, handle customer complaints, and build customer connections.
- Oversee online ordering and third-party platforms.

4. Marketing:

- Drive local store marketing initiatives to enhance brand visibility.
- Track and execute seasonal marketing and menu plan as directed by owner.
- Implementing, tracking, and following up on marketing initiatives and campaigns, promotions and advertising done by the bakery.
- Collaborate on social media strategies with owner.
- Implement and optimize rewards programs.
- Execute Winning Hearts.

5. Operations Management:

- Supervise production processes, including bake records, kneaders board and proprietary systems.
- Assuring food safety and sanitation standards and practices are met in all areas of the bakery.
- Implement predictions processes, including daily sheets, product counts and other proprietary systems.
- Facilitate ingredient orders and manage inventory levels.
- Ensure speed of service
- Participating in decisions regarding the menu and implementing new menu rollouts.

- updates, and adherence to recipes.
- Monitor legal certifications, health, and OSHA standards.
- Filling in shifts as needed for baking, sandwich making, catering deliveries, and customer service.
- Ensuring spotless facilities that our customers love to visit and are proud to show off to their family, friends, and coworkers.
- Ensuring top levels of service and hospitality.
- Ensuring great operations by overseeing and enforcing the proper execution of systems, checklists, processes, quality control measures and recipe adherence.
- Preventing, diagnosing, and fixing operational issues during each shift and communicating issues and solutions to the franchise owner.
- Overseeing maintenance and upkeep of the dining areas, front of house, back of house, and exterior of the bakery.
- Controlling food cost, usage, and waste.

6. Financial Oversight:

- Monitor and meet targets for "Big Two" and variable costs.
- Manage labor tasks, adjusting daily as necessary.
- Monitor and adjust COGS on a weekly basis.
- Purchasing and inventory (food, supplies, cleaning, retail items and equipment).
- Performing financial tasks; budgeting, bookkeeping, payroll, banking, reconciliations, inventory and other financial matters as directed by the owner.
- Review KPIs with owner on weekly basis.

7. Additional Responsibilities

- Perform other necessary tasks as agreed upon and assigned by the GM/Owner.
- Conduct regular meetings and reviews with GM/owner (at least weekly).

Skills, Education, and Certifications

Required:

- At least 3 years of food service or hospitality management.
- High School diploma or equivalent
- Ability to manage 7-10 people while engaged in operational work
- Ability to perform bookkeeping, recordkeeping, and inventory tracking.
- Ability to use computer-based software for: shift scheduling, inventory, predictions, and daily reconciliations.
- Must have a smart phone.

Desired

- At least 3 years of food service or hospitality management.
- Associate or Bachelor's degree in Business Management
- High School diploma or equivalent
- ServSafe Manager Certificaton.

Compensation

Salary

- Fulltime, \$50,000 to \$80,000 a year, dependent on experience-level, references, and responsibilities.

Benefits

- 401K
- PTO and Sick Leave
- Health, Vision, and Dental
- Profit Sharing
- Free meals and employee discounts