

Bellagios Pizza

Position Description – Store Manager

Job Title: Store General Manager
Reports To: Company President
Approved By: Julie Collins, President
Approved Date: February 1, 2014

SUMMARY

Manages and markets franchised or corporately owned Bellagios Pizza establishment by performing the following duties personally or through Assistant Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Directs, coordinates, and participates in preparation of all aspects of producing Bellagios pizza. This includes but is not limited to complete cleaning of the store, daily food preparation, washing dishes, ordering dough, ordering sauce, making pizzas, running the oven, cutting and packaging pizzas and delivery of pizzas when necessary. Must assure all food rotation is being done in such a way to assure the freshest product is provided to our customers. Responsible for collection of monies from in-house or take-out customers; and responsible for counting all monies into the till collected from delivery drivers. As defined in our company Operations Manual, drivers are to perform “drops” of monies/credit card receipts collected a minimum of every hour and doing so assures every store will maintain the minimum 70% drop rate that is required and understood by all drivers and managers. Along with our delivery drivers, it is the manager, assistant manager and PIC’s responsibility to assure these drops happen as required.
2. Coordinates activities of workers engaged in keeping business records, ordering or purchasing supplies, and delivery of foodstuffs to wholesale or retail customers. Responsible for gathering all required paperwork for new hires and submitting that information to personnel within 48 hours of first shift worked by new hire. Controls costs through inventory control and monitoring store food cost tracking data. Performs daily banking and closing procedures as outlined in the company Operations Manual.
3. Orders all supplies and foodstuffs required to serve customers and operate store. Must meet required food cost goals, labor cost goals, sales goals and store inspection goals. The store general manager is responsible for creating an environment of cleanliness that assures their store will meet or exceed the minimum score of 85% on a store inspection for every shift the store manager is the closing supervisor.
4. Contacts perspective customers such as local businesses, chambers of commerce, schools, community organizations to promote the sale of Bellagios pizza.
5. Assures all Bellagios promotional material is visible to customers at all times which includes but is not limited to promotional signage, lights placed on delivery vehicles, assuring delivery vehicle lights are illuminated at all times the vehicle is in use after 4 PM.
6. Manages deliveries in the store for drivers to assure prompt, efficient deliveries of prepared product. Assures all drivers follow all policies and procedures associated with deliveries including, but not limited to, meeting our 70% drop rate minimum and our policy pertaining to single deliveries.

7. Prepares and administers all aspects of store personnel scheduling in accordance with Bellagios policies and procedure. It is the responsibility of the store general manager and store assistant manager(s) to achieve the labor goals established on the store's monthly goal form. Hires and fires all store personnel. A store general manager is expected to be in their store or conducting Bellagios Pizza business 100% of scheduled shifts. A store general manager should only leave the store to conduct specific Bellagios marketing activities or during required meal breaks. A manager's scheduled meal breaks or outside marketing activities should not take place between the hours of 11:00 AM and 1:30 PM or between 5:00 PM and closing. During hours of operation, the store general manager should only conduct outside marketing activities when the assistant manager is present and can supervise the store operations.

SUPERVISORY RESPONSIBILITIES

8. Works closely with store assistant manager to promote a team environment in which Bellagios operates with utmost efficiency. Utmost efficiency includes but is not limited to providing professional, outstanding customer service, an excellent product and a positive working environment for all Bellagios employees.
9. Ensures all staff perform to standards. Ensures staff carries out Bellagios Pizza initiatives and follow all company policies and procedures. Ensures staff complies with security and sanitation standards.
10. Ensures proper cash handling by any employee involved in this process.
11. Promotes sales and service excellence. As a store general manager, assistant manager, delivery driver or PIC, it is understood a significant manner in which our commitment to product quality is demonstrated to our customers is our standard operating procedure of every driver taking single deliveries to our delivery customers. When and ONLY when the store general manager, assistant manager or PIC in charge of a shift signs off on two tickets for deliveries to be taken together (referred to as a double) is any delivery driver authorized to do so. This exception requires the manager, assistant manager or PIC in charge of a shift to sign off on both tickets acknowledging this approval.
12. Manages store assistant manager and subordinate supervisor(s). Is responsible for the overall direction, coordination and evaluation of this manager. Also directly supervises 10-18 non-supervisory employees. Carries out supervisory responsibilities in accordance with the Bellagios policies, procedures and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
13. Sets the standards of professional appearance through clean, well-kept company approved uniforms, neatly groomed, clean hair and general overall professional appearance. Company standard uniforms for management are tan or light brown shorts or pants (in accordance with the employee handbook) and shirt with company logo. Uniforms should be free from excessive wrinkles or stains. Any other uniforms need to be approved in writing by the company president.
14. In the event you do not have staff adequate staff to cover a shift, you will be required to work that shift. This will only happen if you have no other personnel that can be scheduled.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year College or technical school; or six months to one year related restaurant management experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Bilingual (English primary, Spanish secondary) is desired but not mandatory. Must be capable of communicating at a professional level in English with both customers and co-workers.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals written in English. Ability to write routine reports and correspondence in English.

MATHEMATICAL SKILLS

Must be capable of accurately performing daily till reconciliation and perform daily banking procedures.

REASONING ABILITY

Must be a multi-task individual with the ability to prioritize activities in such a manner to best serve Bellagios' customers. Must demonstrate ability to deal with irate customers or employees and ability to calm a confrontational situation.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess Food Handler's Card and valid Oregon Driver's License with good driving record.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to lift 10 - 40lbs. once or twice per day. Must be able to move at a fast pace within the store and have the ability to reach, bend, stoop, stir and wipe.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. This occurs when involved in some marketing activities and on occasion when delivering. The noise level in the work environment is usually moderate.

A store manager can expect to work from 39 to 42 hours per week. Each store general manager will be expected to work the set schedule established for that manager in their particular store.

Manager Signature / Date