



Antares Restaurant Group Ltd
Position Description – Restaurant Manager

Position Title: Restaurant Manager

Reports to: Area Manager

Key Relationships:

Internal: RSC
Area Manager
Fellow Team Members
All Managers within the Restaurant
Production and Service Coordinator
Team Trainer
Maintenance

External: Guests
Suppliers and Auditors
Local Stores and Community Leaders

BK Compass:

Straight Up

I do the right thing BKos it's right

- I communicate openly and honestly
- I stand up for what is right
- I do things the right way

Own It

BKos I do what I say

- I take responsibility for my actions
- I fix it if its not right
- I get stuck in to achieve results

Team Up

BKos together we can achieve anything

- We unite towards a common goal
- We respect everyone
- We look after each other

Bring It

BKos we make it fun

- We bring a positive attitude
- We get fired up
- We have a laugh

Burger King® Vision

“Single Most Loved Burger Brand”

The Guest Promise

Burger King® is flame grilled burgers, fries and soft drinks at a good value, served quickly and consistently by friendly people in clean surroundings.

Position Purpose: To effectively manage the restaurant to be a profitable business unit and to ensure the daily operations of the restaurant are managed in accordance with the company policies and procedures.

Objectives and Accountabilities:

KEY RESULT AREA	ACCOUNTABILITIES
<p>Human Resource Management Manage Team</p>	<ul style="list-style-type: none"> • Effectively manage the team promoting a fun, supportive environment where team members and management enjoy working and are focused on achieving common restaurant objectives in line with the company objectives. • Maintain the necessary staffing levels to enable the restaurant standards, goals and objectives to be achieved. • Interview and reference check applicants that have been referred by Area Manager and Multi Unit Manager and if successful forward to them for final approval. • Understand and be fully conversant with the provisions detailed in all employee agreements. • Ensure all employees are treated fairly and equitably and that they receive the benefits outlined in their employment agreement. • Recognise and reward performance of managers and team members where appropriate. • Provide counselling and coaching to managers and team members on areas requiring performance improvement. • Ensure all disciplinary matters are dealt with in accordance with company policy and procedures. Be aware of any disciplinary action taken by Assistant or Senior Assistant Managers. • Adhere to all industrial and employment related legislative requirements including Payroll and seek advice from the Area Manager, Human Resources Manager or Payroll where necessary.
<p>Training and Development Train and Develop Team</p>	<ul style="list-style-type: none"> • Implement training, motivation and retention programs. Ensure all training and development standards are met at the store level. • Develop and implement a training plan for all employees in the restaurant and that team member training practices are monitored and appropriate improvements are implemented. • Develop managers through the use of personal development plans and work with managers to provide monthly development objectives. • Communicate specific performance standards on a timely basis. • Observe performance and provide consistent feedback focused on improving standards and job performance. • Verify all Team Member skills in a timely manner using company processes • Conduct effective performance Reviews as per company guidelines • Set an example for all managers and team members by ensuring personal performance is exemplary and all policies and procedures are adhered to.
<p>Guest Relations, Service Standards and Facility Management Restaurant Compliance with Appropriate Regulations</p>	<ul style="list-style-type: none"> • Promote an environment focused on providing a superior guest experience. • Ensure all complaints are handled and resolved promptly and courteously. • Positively promote Burger King's image by building and maintaining contacts within the local community. • Maintain restaurant building and equipment in a condition that ensures guest service and brand image standards are met. • Communicate and monitor standards for cleanliness, sanitation and health and safety.

<p>Profitability & Planning</p> <p>Assists with Promoting Restaurant Profitability</p>	<ul style="list-style-type: none"> • Control costs and monitor sales trends and restaurant operating profits • Achieve planned budgeted sales and profit. • Monitor sales projections and budgets versus actual sales. • Develop a monthly and quarterly projection of controllable line items. • Assist managers in identifying controllable deviations, and develop and implement correction plans. • Monitor scheduling of employees to ensure compliance with standards. • Effectively plan in advance to ensure adequate staffing and stock levels are maintained to be able meet the expected demand of local events, activities, holidays, or marketing promotions. Ensure any activities likely to influence trading levels are communicated to the management team. • Provide information, feedback and perspective to the Marketing Team on products and menu mix, based on customer responses.
<p>Marketing and Communication</p> <p>Develop and Promote Restaurant and BK Brand</p>	<ul style="list-style-type: none"> • Implement local promotions and marketing plans. • Develop an understanding of the competitors and be aware of competitor actions, promotions and growth. • Develop an understanding of the local community and be aware of local events, or changes in the community and the impact on sales. • Maintain continuity with current media messages and restaurant marketing efforts. • Promote effective communication between all restaurant employees. • Communicate all company policies and procedures to all employees as and when required. • Maintain open communications with the Area Manager, and keep the Area Manager informed of all operational issues as they arise. • Maintain confidentiality on any issues of a competitive or sensitive nature discussed with the management team.
<p>Restaurant Management</p> <p>Administration, Recording and Reporting Information</p>	<ul style="list-style-type: none"> • Ensure all records necessary for the effective operation of the restaurant are accurate, complete and kept up-to-date. • Ensure all policies and procedures relating to administrative matters and the collection, recording and reporting of information are followed and information is supplied within the expected timeframes and specified format. • Accurately check and record all incoming and outgoing stock and complete End of Month stock check. • Verify and authorise all invoices and return to Head Office within the required timeframe.
<p>Health and Safety</p> <p>Ensure the Health & Safety of all Employees</p>	<ul style="list-style-type: none"> • Promote and make sure all employees are engaged, participate and give feedback into H&S matters in the workplace • Promote and attend H&S training and show that you understand what you have learnt • Manage risks and hazards as per NZ law and BK policies & procedures (this includes risks due to stress, harassment, bullying) • Demonstrate a strong health and safety culture in your workplace. • Promote a H&S conscious workplace by communicating information to all employees about the H&S policy, rules, hazards, induction and by encouraging safe work practises. Fully utilise the Health and Safety Noticeboard to support communication to all employees. • Ensure all employees are trained in safe work practises, monitor work practises to ensure safety procedures are being followed and re-train where necessary. • Ensure all equipment is maintained in safe working order and is operated in accordance with company safety standards. • Ensure all staff are aware of the accident and emergency procedures. • Ensure all accidents/incidents are reported. Investigate accidents/incidents and take any necessary preventative or corrective action. • Have a restaurant H&S committee and hold monthly H&S meetings • Ensure all PPE in the restaurant is fit for purpose (in good condition), and that there are two of each item in the restaurant at all times • Ensure all employees in the restaurant are wearing covered in and slip-resistant shoes

<p>Security</p> <p>Ensure security of Restaurant, Cash and Company Property</p>	<ul style="list-style-type: none"> • Promote a security conscious environment by communicating to all employees the importance of maintaining proper security and following all security policies and procedures. • Take appropriate action to ensure restaurant property, including cash, stock, premises and employees are safeguarded at all times. • Allow only authorised personnel into the kitchen/behind-counter areas of the restaurant. • Treat information regarding sales, cash and banking collections as strictly confidential only to be discussed with authorised personnel. • Ensure the cash policy and procedures are strictly adhered to by both crew and management. • Report any substantial cash variances or missing banking deposits immediately to the Area Manager. • Assign a confidential security code to all managers. Ensure codes remain confidential to individual users and issue new codes if confidentiality is breached. • Fully investigate any breaches of security or cash policies or procedures and take appropriate disciplinary action where necessary. • Respond to alarm callouts and take appropriate action. • Set an example for all employees by being a role model and practicing all company security policies and procedures.
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NOTE: the precise performance measures for this position will need further discussion between the jobholder and the Manager as part of the performance development system

Competency Profile:

COMPETENCY	DESCRIPTION
Communicates Effectively & Candidly	Demonstrates strong two way communication skills. Conveys information and ideas in an open, articulate and timely manner. Considers cultural differences and others perspectives when communications. Is straight up in all communications.
Puts the customer first	Strives to deliver high quality products and superior service that exceeds the expectations of our internal and external customers.
Leads change and innovation	Identifies the changing needs of our customers, employees and systems and successfully leads innovation that improves the business.
Builds and leverages talent	Builds the quality of Antares diverse employee base by seeking out high performers, helping other develop and grow rewarding high achievement and supporting diversity of thought and perspective
Plans and acts strategically	Develops a clear and compelling vision, strategy or action plan that is aligned with the organizations goals.
Leads through influence	Positively influences others and collaborates in ways that inspire others to take action and or change perspective
Achieves through teamwork	Works cooperatively as a member of a team and is committed to the overall team objectives rather than their own interests. Is open to other diverse ideas and leverages the team's differences to achieve results. Demonstrates a team up attitude and brings it in terms of a positive attitude to the workplace.
Executes for results	Relentlessly pursues the achievement of goals and sustained profitable growth while upholding the highest possible standards of fairness, honesty and integrity. Demonstrates the own it value by getting stuck in to achieve results.

Experience required:

Essential: is the absolute minimum the job requires	Preferred:
Restaurant and team management experience Completion of the following training courses <ul style="list-style-type: none">- SSE – Safe Serve Essentials- RTT – Right Track Training- Foundations- Equipment Workshop (Shake, Ice, Broiler,)- Shift Training Certification- Employment and Industrial Relations Training- Health and Safety Training- Recruitment Training	QSR or related food industry experience
Minimum of 2 – 4 years experience in a Manager position or similar role in a fast food restaurant	
Achieves 95% or greater on the Restaurant Manager core competency assessment	