

MANAGER RESPONSIBILITIES

Business Owner Mindset

FLOOR MANAGEMENT

MAIN FOCUSES DURING PEAK PERIODS

- Consult and adjust projections
- Make chicken calls
- Follow deployment principles
- Handle guests needs
- Communicator/cheerleader
- Colonel the dining room; sampling
- Access scope of business needs
- Provide “in action” coaching & recognition
- Observe flow & procedures
- Skim tills & make change

BUILD TEAM & CULTURE

CONSISTENTLY LEAD, ENGAGE & GROW TEAMS

- Lead shift huddles
- Share goals and results
- Update communication board
- Update Rising Stars board
- Plan celebration needs (i.e. birthdays)
- Schedule and plan for training
- Conduct regular 1:1s with team
- Share recognition
- Bench planning
- Promo eLearning plan for Team

MANAGERIAL DUTIES

DAILY OR WEEKLY TASKS TO EXECUTE

- Inventory
- Truck orders
- Schedule (2 weeks out)
- ROCC self-assessments
- Cleaning calendar
- Prepare for P&Ls
- Go to bank
- Food safety checklist
- Pest walkthrough
- POP placement
- Promo readiness follow-up

