



## **JOB DESCRIPTION**

### **ASSISTANT GENERAL MANAGER**

Department: **MANAGEMENT**

Reports to: **GENERAL MANAGER**

#### **Purpose of Position:**

The Assistant General Manager works with the General Manager sharing the responsibility for the day to day running of the business. The AGM deputizes in the absence of the GM and will be a key liaison between the restaurant, kitchen, customer, and employees and 'head office'.

It is the ultimate goal of all employees to deliver excellent customer service and so the AGM's greatest responsibility is to make sure that every single customer has a pleasurable experience. To achieve this you will need to support the GM in leading and inspiring the team in all areas of the operation.

#### **Summary:**

- Focused on excellent standards of customer service, the quality of food, drink and entertainment and exceeding our customers' expectations
- Involved in assisting the GM with recruitment, training and development and setting exceptionally high standards throughout the business
- Responsible for assisting the GM in ensuring that everything necessary for the smooth running of the operation is carefully planned and executed
- Accountable for sales, profit, staffing and stock control targets as set by the GM

#### **Core Non-Negotiable Skills and Experience:**

- Good organizational skills; an ability to plan ahead but to continually review in order to maximize revenue and profitability
- Highest personal standards of conduct and performance
- At least one year's restaurant management experience, preferably within a high volume, similarly complex operation
- Excellent team player and a desire to develop leadership skills, working with the GM to inspire and motivate a large team of employees
- Ability to communicate at all levels including the ability to listen to ensure full information across all areas of the business; tactful, friendly, quick witted and calm with excellent interpersonal and customer service skills
- Ability to deliver results to an agreed budget



- A genuine desire to provide the best customer experience, constantly reviewing and evolving performance

### Our Managers:

- Have a genuine desire to provide the best customer experience, exceeding customer expectations and constantly reviewing and evolving the performance of themselves and the team
- Maintain the highest personal standards of conduct and performance; they are adaptable, dependable and have a strong work ethic.
- Have impeccable presentation.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, ensuring co-operation between employees in all departments to make Bounce is the best it can be.

### Key Duties and Responsibilities:

#### Business

- Forecasting and controls – assist the GM with planning ahead in order to maximize financial opportunities; anticipate the business in order to ensure costs reflect business levels
- P&L – achieve and maximize sales and profit targets as set by the GM; assist the GM with monitoring expenditure and follow proper procedure with exceptional expenditure
- Financial administration – assist the GM with maintaining cash control and complete timely and accurate banking reconciliation; investigate discrepancies; monitor and report on comps and voids; provide accurate data between venue and outsourced accounts
- Stock – ensure that stock control and budgets are adhered to; ensure correct purchasing procedures are followed; undertake monthly stock takes as directed by the GM; assist the GM to ensure the consistent quality, rotation and levels of stock
- Premises – assist the GM in ensuring the cleanliness and maintenance of the venue
- Health and Safety – assist the GM in establishing, maintaining and monitoring the highest standards of hygiene and H&S in accordance with all statutory, legal and company requirements;
- Equipment – assist the GM as required with overseeing the maintenance of equipment; report any issue in a timely manner; follow-up diligently, particularly with technology and any issue which might impact on health and safety obligations

#### People

- Administration – take responsibility for administration following established procedures, including schedules, organisation, deployment; managing holidays
- Motivation – assist the GM in leading the team; inspire and motivate them to realise their maximum potential and ensure everyone is fully committed to the growth and profitability of the business



- Recruitment – follow established procedures; ensure all staff are legally entitled to work in the UK, induction is completed and documented
- Training and Development – assist the GM in the appraisal of employees; create plans to address any performance issues; identify development opportunities
- Welfare and Discipline – follow company policy with regard to staff welfare and ensure discipline is maintained; assist the GM in dealing with performance issues in a timely manner as required
- Uniform, grooming and conduct – maintain the highest standards of presentation, dress and behavior and ensure that this is maintained by all team members
- Customer relations – build and maintain excellent relations; meet and greet; maintain customer loyalty
- Service – ensure that the provision of service and customer care are of the highest standard; consistently act as a role model in the delivery of the highest standards of service
- Feedback – assist the GM in dealing with written complaints promptly and inform Head Office; together with the GM and propose any necessary solutions to issues raised; complete nightly report with accurate information
- Briefings – assist the GM with appropriate briefings to enable managers and employees to fulfil guest’s arrangements.

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.