

## **ASSISTANT GENERAL MANAGER (AGM)**

### **Summary of Position:**

The Assistant General Manager (AGM) plays a crucial role in maintaining the restaurant's revenue, profitability, and quality goals. Working closely with the General Manager, the AGM ensures efficient restaurant operations and upholds high production, productivity, quality, and customer-service standards. They will lead by example, motivate the staff, and ensure smooth restaurant operations and exceptional dining experiences for customers.

### **Duties & Responsibilities:**

The Assistant General Manager will assist in various areas of restaurant management, including but not limited to:

- **Food:**
  - Continually work on improving product quality, service standards, and career development.
  - Collaborate with the General Manager and Kitchen Manager to control purchases and inventory to meet financial goals.
  - Support the Kitchen Manager in ensuring consistent food preparation and adherence to recipes, portioning, and quality standards.
  - Supervise food preparation, cooking, and packaging as needed.
  - Monitor food waste, inventory levels, and resolve food quality issues.
  - Collaborate with vendors for ordering food, produce, and other supplies.
  - Ensure proper receiving procedures to maintain product quality and safety.
  - Maintain inventory levels and conduct regular inventory checks.
  - Control food cost and usage by following storage procedures, standard recipes, and waste control procedures.
  - Ensure adherence to food safety guidelines and proper sanitation practices.
- **Team Development:**
  - Assist in hiring and training for all restaurant positions
  - Maintain employee records and certifications for all staff.
  - Foster a strong team dynamic between back of house and front of house staff.
  - Communicate effectively with the staff to ensure exceptional customer service and high-quality products.
  - Collaborate with the General Manager and Kitchen Manager in employee development, evaluations, and disciplinary actions.
  - Ensure compliance with restaurant policies and administer corrective actions when necessary.
- **Maintenance:**
  - Ensure the restaurant is clean, functional, and well-maintained.
  - Monitor equipment and coordinate repairs as needed.
  - Oversee sanitation practices and cleanliness standards.
  - Maintain an organized and efficient restaurant environment.
  - Support the General Manager and Kitchen Manager in maintenance duties and responsibilities.
- **Catering Program:**
  - Ensure adherence to catering policies, recipes, portioning, and serving standards.

- Receive and communicate catering orders to the staff.
- Manage catering deliveries and staffing, including third-party deliveries.
- Perform catering deliveries when needed.
- Manage inventory for catering paper and packaging items.
- Assist in training front of house staff on catering procedures.
- **Other:**
  - Assist in front of house and back of house duties as needed.
  - Supervise storage and care of supplies.
  - Ensure safety guidelines and procedures are followed.
  - Manage inventory rotation (FIFO) and update procedures as needed.
  - Lead scheduled employee meetings and contribute to improvement suggestions.
  - Prepare required paperwork in an organized and timely manner.
  - Monitor restaurant financial goals, costs, and profitability.
  - Utilize guest-oriented quality and service feedback to enhance guest satisfaction.
  - Maintain knowledge of recipes, products, and production procedures.
  - Respond to guest comments and criticism constructively.
  - Ensure catering delivery vehicles are well-maintained and cleaned.
  - Assist the General Manager in other duties and responsibilities.
  - Assist the Kitchen Manager in other duties and responsibilities.

**Qualifications:**

To excel in this role, you should possess the following qualifications:

- Minimum of 3 years of experience in various restaurant positions.
- Previous management experience is required.
- Proficiency in English, both written and oral.
- Must have reliable personal transportation, a valid driver's license, and proof of insurance.
- Ability to thrive under pressure in a fast-paced environment and effectively manage a team.
- Excellent written and oral communication skills.
- Capable of conducting and assessing restaurant inventory.
- Willingness to work a flexible schedule, including nights, weekends, and holidays.
- Ability to work 50 hours or more per week and be available for on-call responsibilities.
- Strong physical stamina, including the ability to lift up to 50 pounds, reach, bend, and stand for long periods.
- Hold and maintain a Food Manager's Permit and TABC Certification.

*Note: This job description is intended to convey essential information about the general nature and level of work performed. It is not exhaustive and may be subject to change or modification at any time.*