



## JOB DESCRIPTION: ASSISTANT MANAGER

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Reports to: Store Manager, GM and HDQ Management Team.

**Purpose of Job:** Assist the Store Manager and GM in executing all aspects of the restaurant operations. May be assigned specific areas to manage within the restaurant in accordance with the HDQ Management Team's overall business plan.

### **Essential Functions:**

- Assist the Store Manager in the entire operation of your assigned HDQ restaurant.
- Maintain critical standards for product and service quality, restaurant cleanliness and sanitation, and speed of service.
- Utilize Red Book to adhere to PRIDE systems and routines that are incorporated into the day-to-day operations of the restaurant.
- Ensure guest service in all areas meets or exceeds HDQ company standards.
- Cooperate with VP of Marketing, VP of Operations and Store Manager to respond to customer complaints, taking prompt and appropriate action to resolve problem and ensure customer satisfaction is maintained.
- Accurately complete designated duties such as inventory control, ordering of products, cash control. Assist in optimizing profits by controlling product and labor costs.
- In coordination with the VP of Marketing and Store Manager communicate and oversee the execution of product promotions with your team in your assigned store.
- Assist in the coordination of POP Marketing materials in a timely and accurate fashion given the marketing calendar of events as directed by the VP of Marketing in cooperation with IDQ.
- Staff, train and develop hourly employees through hiring, orientations, ongoing feedback, use of Training materials, establishment of performance expectations and by conducting performance reviews.
- Prepare hourly employee schedules to meet the staffing requirements for each day part as determine by the HDQ Management Team.
- Expected to exercise good judgment in decision-making and reporting issues to the GM and HDQ Management Team.
- Support and adhere to HDQ Company Standards for Operations, Marketing/Communications and Brand Identity.
- Perform other duties and responsibilities as requested by the GM and HDQ Management Team.

### **Accountability:**

Manage the operation of the restaurant through the development and growth of staff, sales and profitability in accordance with established company standards, policies and procedures. Assist in the success of the restaurant by ensuring guest satisfaction through adhering to HDQ company



standards for quality, value, service and cleanliness. **Maintain a positive working relationship with all restaurant employees to foster and promote a cooperative and pleasant working climate, which will be conducive to maximize employee morale, productivity and efficiency.** Communicate all significant issues, both positive and negative, with GM.

**Qualification Standards:**

- One to three years of HDQ restaurant experience is strongly preferred.
- High School diploma or equivalent required.
- Qualified candidates must have excellent customer service and employee relation skills.
- Must be detail oriented with the capability to oversee restaurant operations and multiple areas simultaneously in a fast paced environment.
- Must be able to perform under pressure in a high volume restaurant including moving and responding quickly for long periods of time.
- Interact with the public and co-workers **constantly and positively** during shifts.
- Provide constructive and positive reinforcement feedback to your team daily.
- Must be able to work in and out of different temperature ranges.
- Capability to stand for long periods of time.
- Ability to lift up to 30 pounds.
- **Must have excellent customer service skills**, exhibit good manners, proper personal hygiene, *positive attitude*, and promptness.
- Adhere to proper HDQ uniform standards.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

HDQ Management Signature: \_\_\_\_\_

Date: \_\_\_\_\_