

FAST FOOD MANAGER

Job Title:

Fast Food Manager

Place of Work:

Fast Food Restaurant (and take-away)

Scope and General Purpose:

To supervise and control the operation of sit down and take-away catering outlets, strictly adhering to the prescribed standards of preparation and presentation, ensuring a fast turnaround of clientele.

Responsible to:

An Area or Regional Manager

Responsible for:

Cooks
Waiters
Cleaners
Cashiers

Liases with:

Suppliers
Other Managers within the group
Customers

Main Duties:

- To ensure that food items are prepared and presented strictly in accordance with the standards laid down by the company.
- To ensure that orders are taken, prepared and served promptly, with a minimum of waiting.
- To ensure that customers are billed correctly and promptly.
- To practise and be seen to be practising good customer relations skills.
- To ensure that all staff are fully trained in and applying good customer relations skills.
- To ensure that orders are placed with suppliers, complying with the minimum/maximum stock levels and that no variance above or below these levels takes place.
- To ensure that all stocks are rotated and stored under the correct conditions.
- To ensure that all equipment is checked regularly to avoid breakdowns, particularly refrigeration units and cooking equipment.
- To maintain good relations with the health department and ensure that all areas are scrupulously clean, particularly highly visible areas.
- To ensure that staff maintain a crisp, clean appearance and are always correctly dressed.
- To make regular inspections to ensure that decor, furnishing and maintenance

requirements are actioned.

- To be fully conversant with computerised tills, both in their operation and analysis of the information available.
- To utilise this information to ensure that profit margins are maintained and problem areas highlighted.
- To take the necessary action in the event of a product not producing the required profit.
- To ensure that all Store/Regional/ National promotions are undertaken to agreed standards.
- To ensure that sufficient promotion material and food stocks for such promotions are available.
- To timeously complete all company administrative and bookkeeping requirements.
- To ensure that cashing-up procedures are strictly adhered to and all monies banked in accordance with agreed procedures.
- To ensure that staff records are up-to-date and kept in accordance with company/statutory regulations.
- To compile duty and leave rosters to ensure correct manning levels are maintained of permanent and casual staff during peak and slack periods.
- To be fully conversant with and comply with all company/statutory procedures for a catering operation.
- To ensure effective procedures are in operation, have been practised, and are fully understood, in the event of a fire or a bomb scare.
- To carry out regular training and coaching sessions so that staff can perform their duties effectively.
- To be fully conversant with and practise good industrial relations procedures, ensuring fair and equitable discipline.
- To ensure that the causes of staff grievances are investigated and actioned.
- To take the necessary action and complete relevant documentation in the event of fire, theft or burglary.
- To ensure maximum security of all areas under your control.
- To relieve in another company outlet as required.
- To attend meetings and training courses as required.
- To complete, on the required format, all information necessary for budgetary purposes.