



JOB DESCRIPTION

General Manager

Job Summary:

The manager executes the restaurant plan to achieve established operating standards, sales, and profits. This is accomplished primarily through staffing, training, marketing, controlling costs, managing day-to-day operations and subordinates, and maintaining the restaurant to the extent that customer service is maximized. Ensures that the restaurant is consistently operated in accordance with the Sonic franchise license agreement, the drive-in's standard operations system, and the company's policies and procedures.

Duties & Functions:

- Maintains and utilizes restaurant systems to provide consistent day-to-day operations and customer satisfaction. Follows and maintains Sonic operations manual and other Sonic policy/procedures.
- Manages production, labor control, food cost control, and inventory levels. Analyzes monthly profit and loss statement and assumes control of budget.
- Completes and maintains all necessary documentation and paperwork on a timely basis.
- Monitors quality of products, cleanliness, cash control, and customer service/satisfaction.
- Exceed Sonic standards in appearance, taste, and presentation to customer.
- Monitors the performance of duties associated with the Seven Basic Stations and the compliance with the performance standards described in the Sonic operations manual and other Sonic policies/procedures.
- Establishes crew-staffing requirements, creates labor schedules, and manages shifts effectively. Identifies, evaluates and responds to labor efficiency problems. Assists in the recruitment, selection, hiring, and orientation of assistant manager and crew labor and complies with EEO, labor law requirements, and Sonic policies. Maintains all required information in employee's files.
- Works safely, maintains safe working conditions as outlined in company policies and procedures, and reports accidents promptly and accurately.
- Executes appropriate training to address different issues. Works directly with supervisor to establish development plans for all employees. Conducts employee performance evaluations. Schedules and conducts store meetings on a regular basis

Education and/or Experience

High School Education or equivalent required and/or advanced studies in business, restaurant management, or related field preferred.

Unique Skills/ Abilities:

The demonstrated ability to build sales, reach optimum profitability, supervise employees, and manage financial controls is required. Good decision-making and organizational skills. Must have good verbal and written communication skills. Must have the ability to handle interpersonal conflict required by the positions management responsibilities. Must demonstrate ability to quickly develop positive working relationships with subordinates and superiors. Basic computer and math skills are also required.

Qualifications:

Candidates must be able to perform the job functions and responsibilities satisfactorily, must possess the requisite knowledge and education or experience and must be able to meet the job's working conditions and physical requirements. Reasonable accommodations will be made as necessary to enable qualified individuals with a disability to perform the essential functions of the job as set forth in this job description and as otherwise determined by management.