

Position Summary:

This is an energetic and dynamic management position that will manage all of the day to day operations of the restaurant. In addition to managing the daily restaurant operations and maintaining the core standards of Akademia through the employees, the General Manager will be responsible for keeping all costs within budget, creating and planning events to maximize revenue and ensuring Akademia stays within the trends by doing market research. The Assistant Manager will also be expected to engage with the guest daily; being the first point of contact for any guest opportunities.

Type: This is a full time manager position (including evening and weekends)

CORE WORK RESPONSIBILITIES

Ensuring Exceptional Guest Service:

- Ensure proper corrective action is taken per guest comments as a way to continuously improve results
- Develop and maintain training modules to increase guest service and engagement
- Monitor all social media outlets for any guest feedback and respond accordingly
- Handling guest opportunities and providing proper follow up
- Acting as a role model for guest hospitality and guest interaction
- Engaging with guests to create memorable experiences
- Empowering employees to great customer service
- Ensuring that all team members are delivering exceptional service in every contact; from the entry of the guest to the departure (e.g., greeting from host, speed and accuracy of order, fond farewell)

Leading Restaurant Team:

- Provides leadership and direction to reach the financial and engagement goals of the restaurant
- Recognizes trends with team members and provides training and coaching to improve the overall skill level of the team
- Monitors market trends and introduces new food and beverage options to meet and/ or exceed the expectation of the guest
- Supervise the restaurant & taproom staff; including supervisors
- Managing day-to-day operations, ensuring staff is on time and prepared for the shift
- Creating daily pre-shifts; reviewing specials, highlighting guest comments and role-playing scenarios

- Create the schedule and review staffing levels so that guest services and the operational needs are being met
- Ensures staff is well educated on craft beer and what the brewery has to offer
- Ensures compliance by all employees to the service standards set by Akademia
- Complete weekly and monthly inventory tasks
- Ensure all staff are following food safety guidelines
- Responsible for ensuring that the restaurant is properly closed and prepared for the next shift
- Ensure all monies are counted and deposited; cash handling skill must be pristine
- Ordering all tools needed for the team and maintaining the proper keeping of it

Requirements:

- Bachelor's degree, or equivalent work experience
- At least 5 years of managerial experience, preferred
- Demonstrates a passion for the culture of Craft Beer