

Job Title: Restaurant Manager

FLSA Status: Exempt



POSITION SUMMARY: Responsible for managing the overall operations of a Qdoba restaurant. Uses discretion in daily management decisions with accountability for living the Brand values and helping the brand thrive. Focuses on developing a people and guest-centric culture that consistently delivers excellent guest service and food quality while ensuring compliance with policies, procedures, and regulatory requirements.

How it's Done...

People

- Monitors staffing levels; recruits and selects employees to talent and job profiles
- Trains, develops, coaches, and evaluates employee performance; ensures systems for training employees are fully implemented and followed
- Assigns activities and tasks
- Identifies and develops internal candidates for management and Team Leader positions
- Treats employees with respect and dignity and regularly recognizes and rewards employees
- Complies with all state and federal labor laws and regulations

Guest Service

- Manages daily activities to achieve excellence in restaurant operational performance
- Holds restaurant team accountable for consistently delivering excellent guest service and food quality in adherence with brand systems, procedures, and food safety requirements to provide a raveable guest experience
- Reviews practices and modifies as needed to continuously improve the guest experience
- Interacts with guests and the community; responds to guest questions, concerns and complaints in a timely and professional manner to ensure positive resolution and guest recovery
- Maintains brand image by ensuring restaurant cleanliness, maintenance, and excellent service

Business Results

- Uses management information tools to analyze restaurant operational and financial performance
- Identifies trends and implements action plans for improvement
- Focuses efforts on developing long term sales growth initiatives designed to drive profitable sales growth
- Considers cost/benefit impact of financial decisions and works to protect the brand
- Monitors costs and adherence to budget and restaurant goals

It's All About...

Keeping it Real

- Being passionate about the Brand
- Being genuine and humble
- Having a desire to be of service to others
- Embracing diversity
- Leading by example

Serving One Another

- Leading through your people
- Treating everyone with respect and dignity
- Creating an environment that enables people to be their best
- Celebrating successes
- Never walking past a problem

Serving the Guest

- Bringing the brand to life
- Knowing our guests
- Creating an environment that meets our guests' expectations
- Delivering cravable flavors and raveable service
- Setting the course for the team

Learning & Growing

- Teaching, leading and coaching
- Collaborating with peers
- Hiring and building talent
- Embracing the need for personal growth and development

Learning & Growing

- Manage and growing a business
- Building connections with guests and the community
- Protecting the Brand by following established procedures
- Taking initiative to grow the business
- Being accountable for personal and team results

POSITION REQUIREMENTS: High school diploma or equivalent education required; age requirements may apply in order to remain in compliance with State and Federal laws. Previous management or supervisory experience is required. Ability to communicate in English is required; Spanish comprehension is helpful. Fundamental reading, writing, math and computer /POS skills are required; must meet the minimal criteria in background check. Must successfully complete the in-house management training program. Must have access to adequate transportation and complete the administrative driving requirement. May be required to reach, bend, stoop, climb, and/or lift up to 50 pounds. May be required to operate/access equipment at standard heights while walking or standing during entire shift. Hazards include, but are not limited to, slipping, tripping, burns, cuts, abrasions, and falls. Must make a minimum commitment of 45 hours per week with shifts of varying times and lengths. Must be available and willing to work a variety of days/times including weekends and evenings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.