Franchise General Manager

Job Description:

The **Franchise** **General Manager** is responsible for overseeing and ensuring the functionality of the franchise, development and performance management of employees. In addition, they oversee the inventory and ordering of food or product and supplies, optimize profits and ensure that guests are satisfied with their dining experience. The Franchise General Manager reports to the owner or, if in a chain or franchise, to a regional supervisor.

Job Responsibilities:

* Training staff
* Hiring firing, and disciplining staff
* Ensure food or product Safety
* Ensure staff are following the policies and procedures set forth by the franchise
* Manage inventory
* Cost control
* Maintain standards to pass health inspections
* Encourage staff and maintain good morale
* Provide information to staff regarding promotions and products
* Delegate as appropriate
* Oversee and manage all areas of the franchise and make final decisions on matters of importance.
* Adhere to company standards and service levels to increase sales and minimize costs, including food or product, beverage, supply, utility and labor costs.
* Responsible for ensuring that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.
* Enforce sanitary practices for food or product handling, general cleanliness, and maintenance of kitchen and dining areas.
* Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
* Responsible for ensuring consistent high quality of food or product preparation and service.
* Maintain professional franchise image, including franchise cleanliness, proper uniforms, and appearance standards.
* Estimate food or product and beverage costs.
* Hire and fire staff.
* Provide training and supervision for staff
* Ensure staff have the resources and functional equipment to perform job duties.
* Work with Corporate office staff for efficient provisioning and purchasing of supplies.
* Supervise portion control and quantities of preparation to minimize waste.
* Estimate food or product needs, place orders with distributors, and schedule the franchise every of fresh food or product and supplies.
* Ensure positive guest service in all areas.
* Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Ensure that proper security procedures are in place to protect employees, guests and company assets.
* Maintain a smooth and comfortable flow of service for staff and customers
* Ensure a safe working and guest environment to reduce the risk of injury and accidents.
* Completes accident reports promptly in the event that a guest or employee is injured.
* Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
* Investigate and resolve complaints concerning food or product quality and service.
* Provide direction to employees regarding operational and procedural issues.
* Interview hourly employees. Direct hiring, supervision, development and, when necessary, termination of employees.
* Conduct orientation, explain the company philosophy, and oversee the training of new employees.
* Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
* Maintain an accurate and up-to-date plan of franchise staffing needs. Prepare schedules and ensure that the franchise is staffed for all shifts.
* Provide strong presence in local community and high level of community involvement by franchise and personnel.
* Keeps Regional Vice President promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
* Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with company policies and procedures.
* Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
* At all times provides a favorable image of company
* Performs other duties and responsibilities as required or requested.
* Ensures adequate staffing for each shift
* Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.
* Work with hot, cold, and hazardous equipment as well as operates phones, computers, fax machines, copiers, and other office equipment.
* Ability to perform all functions at the franchise level, including franchise every when needed.
* Be present during health department and state inspections
* Prepare staff and franchise to pass health department and state inspections

Job Qualifications:

* Associates in franchise management or related field required
* Bachelors in franchise management or related field preferred
* Experience as a franchise general manager

Opportunities as a franchise general manager are available for applicants without experience in which more than one franchise general manager is needed in an area such that an experienced franchise general manager will be present to mentor.

Job Skills Required:

* Knowledge of franchise equipment usage and safety.
* Knowledge of health department regulations
* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Team Player
* Willingness to learn
* Leadership skills
* Knowledge of modern management techniques and best practices
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Computer database and productivity software skills required
* Strong understanding of sales and customer service techniques