



**Job Title:** Restaurant Manager

**Reports to (title):** Multi-Unit Manager

**Job Grade:**

### **Job Summary:**

The Restaurant Manager is responsible for the profitability and overall operation of the restaurant according to Dunkin' Donuts' operational standards. A majority of time is spent leading the team to meet Guest expectations, recruiting, hiring, and training new crew members as required. The Restaurant Manager will be creative in building sales programs to leverage business opportunities and will create a competitive spirit and atmosphere of pride. This individual will be proficient in making logical and timely decisions.

### **Principal Responsibilities and Key Activities:**

#### **Leads Operational Excellence and the Guest Experience:**

- > Role models expected behavior and coaches team on hospitality standards
- > Ensures all training and reference materials are available and used by the team
- > Ensures Xpert training is complete utilizing Online University
- > Executes processes that ensure the restaurant meets safety and sanitation standards
- > Executes processes that ensure inside and outside cleanliness standards are met
- > Ensures self and team handles all Guest concerns utilizing LAST with a sense of urgency
- > Responds to all Guest feedback with action plans to address opportunities
- > Ensures all shifts are appropriately staffed to achieve service with speed goals
- > Executes travel paths and takes appropriate actions that drive hospitality behaviors
- > Analyzes Mystery Shop information to action against for continuous improvement
- > Empowers the team to satisfy Guest needs and resolve concerns
- > Removes barriers to delivering Hospitality behaviors
- > Communicates Guest feedback to the team and involve in action plans to resolve issues

#### **Builds Team Talent:**

- > Handles all employee concerns with a sense of urgency
- > Treats all team members fairly and with respect
- > Provides coaching to team members to improve performance
- > Recognizes team members for demonstrating desired behavior and performance
- > Ensures no team members is placed in position until all training is complete
- > Utilizes skills assessments to provide ongoing feedback
- > Provides regular communication to team including goals and results
- > Uses team member feedback to improve restaurant performance
- > Hires, trains, retains, and develops team members that improve the Guest experience
- > Maintains employee file folders that are in legal compliance
- > Executes team service through effective scheduling, cross training, and deployment
- > Holds team members accountable for their behavior and performance
- > Delegates appropriately to team based on their skill level
- > Executes development plans for talented team members to grow their career
- > Maintains appropriate staffing levels to meet business needs

#### **Drives Sales Growth:**

- > Executes all in store marketing promotions in a timely and professional manner
- > Owns local store marketing in trade area, becoming integrated into the community
- > Executes new product rollouts including team training, marketing, and sampling
- > Sets goals and tracks results
- > Involves entire team by communicating goals, results, and action plans
- > Ensures each shift is appropriately staffed to meet hospitality with speed goals
- > Ensures the restaurant is well maintained including cleanliness
- > Ensure all products are available to Guests every shift and execute all products to standard
- > Utilizes appropriate suggestive selling

#### **Manages Profit & Loss and Restaurant Compliance:**

- > Utilizes Red and Blue Books to track results
- > Analyzes business information looking for trends and identifying root causes
- > Problem solves issues and executes sound business decisions that improve performance
- > Takes accountability for all controllable profit line items on P&L
- > Executes system to control Cost of Sales to include effective ordering and inventory
- > Executes effective hiring and scheduling to meet Cost of Labor goals
- > Completes self RORs, minimum every other month, and executes actions plans to address opportunities
- > Manages cash loss through cash control procedures
- > Follows a maintenance schedule for equipment and facility
- > Sets goals and track results
- > Involves entire team by communicating goals, results, and action plans

## Minimum Qualifications

### Knowledge

- > Supervisory practices
- > Customer service practices
- > Recruiting methods
- > Legal Personnel requirements
- > Financial management

### Skills

- > Speaks/Reads English
- > Report writing
- > Math
- > Behavioral interviewing
- > On-boarding of new employees
- > Team building
- > Conflict management
- > Planning
- > Root cause analysis
- > Problem solving

### Other

- > At least 18 years of age
- > Retail experience
- > High school or GED
- > Outgoing personality

### Critical Relationships:

- > Reports to Multi-Unit Manager
- > May be coached by Dunkin' Brands Business Manager
- > Supervises Assistant Managers, Shift Leaders and Crew Members

### Potential Career Path Next Steps:

- > Key Training Person
- > Multi-Unit Manager

### Plans and Communicates:

- > Utilizes Red and Blue Books and systems to provide restaurant direction
- > Discusses issues with other managers
- > Discusses shift plan with team
- > Involves entire team by communicating goals, results, and action plans
- > Makes adjustments to assignments during the shift to achieve goals
- > Ensures self and team handles all Guest concerns utilizing LAST with a sense of urgency
- > Executes travel paths and delegates tasks as required
- > Ensures each shift is appropriately staffed to meet hospitality with speed goals

### Expected Behaviors

#### Leads Operational Excellence and the Guest Experience:

Role models exceptional Guest service for team members and continually motivates team to deliver passionate Guest service at all times. Empowers the team to make decisions that are in the best interest of the Guest and provides a learning environment to build capability to satisfy Guests.

- \_\_\_ Establishes clear expectations for the team to deliver operations excellence
- \_\_\_ Correctly interprets and anticipates Guest needs and communicates those to team
- \_\_\_ Responds quickly to all concerns and feedback with composure
- \_\_\_ Acts in the best interests of the Guest and restaurant by basing decisions on those interests

#### Builds Team Talent:

Ensures only the right people are hired and developed in the restaurant. Builds teamwork through effective training, deployment and communication. Understands performance criteria and holds self and team accountable through effective coaching.

- \_\_\_ Creates an environment where feedback is sought and acted upon and maintains composure when receiving feedback and handling concerns
- \_\_\_ Takes initiative to continually develop others to improve performance and grow careers
- \_\_\_ Provides a recognition culture to reward great performance and addresses poor performance quickly through effective coaching
- \_\_\_ Ensures no team member is placed in position until competent to do so

#### Drives Sales Growth:

Thinks creatively and seizes business opportunities. Learns quickly and challenges the status quo and seeks new and better ways to doing things. Projects a competitive spirit and a drive to succeed through having pride and expertise in area of responsibility.

- \_\_\_ Sets and achieves stretch goals and achieves results through optimizing costs and driving revenues
- \_\_\_ Accepts accountability for areas of responsibility and gets results the right way with values driven ownership
- \_\_\_ Identifies and utilizes appropriate resources while eliminating roadblocks and measuring performance against goals

#### Manages Profit & Loss and Restaurant Compliance:

Utilizes learning to identify trends in performance and probes the situation to analyze the root cause of an issue. Understands the critical nature of making logical and timely decisions under tight deadlines and high-pressure situations.

- \_\_\_ Recognizes gaps utilizing business tools and responds with appropriate action
- \_\_\_ Acts decisively even with incomplete information and is willing to make tough decisions
- \_\_\_ Looks beyond the obvious and seeks advice and input from others
- \_\_\_ Displays humility when not having all the answers

#### Plans and Communicates:

Understands the importance of creating and executing an actionable plan to achieve goals. Clearly conveys important information and ideas and influences others to align with strategies and tactics.

- \_\_\_ Schedules appropriately and delegates tasks, matching assignments for team with their skills and competencies, to accomplish goals
- \_\_\_ Uses tools to stay organized
- \_\_\_ Set expectations and checks for understanding, always clarifying how actions affect the bottom line
- \_\_\_ Seeks input with effective listening and correctly interprets and responds appropriately

Approved: \_\_\_\_\_

Approved: \_\_\_\_\_

Name

Title

Date



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