



General Manager

The General Manager (GM) position is responsible for the successful operations of a single TBar unit.

Responsibilities

Upholding and living our vision by communicating clear goals to OL's and team members

Daily validation that standards are being achieved.

Being a team builder and trusted leader.

Managing and directing the work of team members and mid level management.

Training, coaching, and developing store team members and mid-level managers

Communicating clear goals to mid-level managers.

Upholding the firm's best operations standards.

Achieving store financial targets.

Recruiting and hiring new staff members.

Providing safety/security to all guests and staff members.

Building an emotional connection with guests through exceptional product quality and service.

Promoting brand awareness and building goodwill through community outreach.

Full time commitment – weekdays, weekends, day and night shifts.

Essential Functions

Management

Manages the day-to-day store operations and activities of store mid-level managers and team members.

Plans daily work activities and allocates work assignments among team members based on business needs.

Analyzes the store needs and schedules staff members according to staffing needs.

Recruitment

Recruits team members to ensure store is well staffed.

Manages staffing levels by retaining quality staff members and develops a pipeline of internal and external talent.

Staff Development

Develops team members, OL's and the AGM; promotes teamwork.

Assesses internal talent and creates performance plans for team members, OL's and the AGM.

Identifies and develops high potential staff members for higher levels within the company.





Training

Responsible for training and developing Assistant General Manager (AGM).

Oversees the training of team members on company policies, procedures and operations standards.

Team Member Relations

Promotes a safe and empowering environment for team members to listen, appreciate and challenge each other.

Exceptional Guest Experience

Develops an exceptional guest experience in the store.

Continuously strives to enhance the guest experience in terms of food quality and guest experience.

Maintains a clean, safe, and sanitary store environment in compliance with operations standards.

Manages guest complaints.

Brand Awareness

Executes all marketing and menu innovation initiatives on a timely basis.

Ensures effective implementation of new products according to company standards.

Builds brand awareness in the community through involvement in community activities.

Financial Results & Planning

Achieves store profit goals and manages store overhead, cash, and other assets.

Balances financial results with guest experience, food quality, and safety.

Identifies opportunities to improve store performance and implements action plans.

Knowledge, Skills and Abilities

Embodies and teaches the TBar's mission, values and culture.

Strong people management, team building, communication, listening, training, and assessment skills.

Thorough knowledge of all operations policies, procedures and practices.

Ability to perform FOH and BOH responsibilities.

Manage store operations in the absence of General Manager.

Complete understanding of financial measures and performance.

Strong leadership, financial analysis, and time management skills.



Success Measures

Contributes to building/sustaining the TBar's vision and culture.

Meets store revenue and profitability goals.

Upholds store staffing requirements.

Successfully manages turnover.

Ensures successful implementation of menu innovation and marketing initiatives.

Ensures the delivery of exceptional guest experience.

Consistently earns positive feedback from OL's/team members and store guests.

Compensation

Competitive salary range.

PTO.

401(K).

Health insurance.

Annual Bonus.

Healthy and delicious discounted shift meals.

Opportunity for advancement and relocation to new stores.

Free TBar gear and tenure rewards through our Club Teaz rewards program.