

POSITION DESCRIPTION

JOB TITLE: Restaurant General Manager - Avant

DEPARTMENT: Food & Beverage

REPORTS TO: Director of Outlets

ESSENTIAL PURPOSE: To manage the staff and operations of the Avant restaurant to ensure the cleanliness, safety, and aesthetic appeal of the restaurant, and the optimal dining experience of all guests.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To continuously interact with guests to ensure professional, personalized service throughout their meal.
- To hire, train, schedule, support, review, discipline, and terminate employees directly accountable to his/her position, to maintain highest possible levels of employee morale and department productivity.
- To establish and maintain dining room policies and procedures, including service style, to ensure professional standards of restaurant operation.
- To satisfactorily complete daily paperwork, as required, including logs and reports.
- To continuously communicate with the Chef to ensure efficient and professional service at the resort.
- To inform resort staff of various hotel functions, to enable them to provide personalized service to restaurant guests.
- To maintain adequate inventory of all necessary food and beverage supplies and equipment.
- To assist, as directed, to prepare annual departmental budget, according to the specifications set forth by the property Controller.

- To continuously monitor and control departmental expenditures to ensure meeting operational standards while maintaining annual budget.
- To continually work towards enhancing the overall guest experience.
- To follow all specified procedures to correctly handle all cash, credit, and gift certificate transactions.
- To participate in Rancho Bernardo Inn's MOD program, and attend hotel functions, as directed.
- To properly document Personnel\Payroll transactions, as directed, for processing in the Personnel office.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all Food & Beverage staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment and machinery.
- To conduct departmental safety training for all new Food & Beverage employees, before they begin to work.
- To conduct regular departmental operations meetings, including monthly safety meetings.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. High level of English fluency required. Must have minimum three years experience in similar position in an establishment of comparable quality. Must have thorough knowledge of all aspects of restaurant and bar operations and budgets. Requires an overall knowledge of types of foods and cocktail recipes. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Valid California driver's license required. Proof of personal automobile insurance coverage required. Current CPR certification preferred. Hotel experience preferred.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong verbal and written communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Diplomatic and calm. Good team player. Customer service focus.

WORKING CONDITIONS: Works approximately 90% of shift indoors and 10% outdoors. Indoors: temperature controlled, clean, adequately lighted dining room. Outdoors: exposed to weather conditions. Makes frequent trips to kitchen where air may be moist, warm, and odorous from cooking foods. Kitchen floor is uneven, and may be slippery from moisture and grease. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands/walks approximately 80% of shift. Sits at desk or in meetings approximately 20% of shift. Occasionally required to handle and move objects weighing up to 30 lbs. over short distances. Must be able to work well under pressure. Flexibility required to work long, sometimes irregular hours, including evenings, weekends and holidays. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact customer service, hotel profitability, and the aesthetic and health standards of the restaurant. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of product knowledge, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____