

Job Description: Store Manager

Reports to

Area Manager

Position Summary

The Store Manager is required to take on the leadership responsibility of optimizing the outlet sales results by managing the overall operations of the store, ensuring product and customer satisfaction, managing and monitoring of all operational systems and procedures.

Scope of Work

Customer Care & Service

- To ensure all guests are greeted in a pleasant and welcoming way.
- To ensure guests are ushered and seated into the dining area for all day dining restaurants.
- To perform assigned tasks including taking customers' orders, serving of food and drinks food preparation, ensuring guests' needs are met.
- To ensure customer satisfaction by solving issues and queries both immediately and efficiently.
- To communicate with guests to find out the quality of the products and the service experienced by them and feedback to area managers and above.
- Adhere to all food hygiene standard and procedures.

Outlet Sales & Management

- To build the outlet operations, sales and business results of the assigned outlet.
- Coach staff to introduce and recommend of product items, special promotions and membership discounts.
- Coach staff on suggestive selling and up selling in order to boost store sales and increase satisfaction.
- Ensure consistency of product presentation, display and branding by checking the quality of the products, menus, marketing displays to ensure that they are good condition and correctly placed.
- Knowledge of all product ordering system.
- Ensure that large orders by guests are recorded and attended to.
- Check on inventory, ordering and purchasing of all stock items.
- To check on quality of food production and orders.
- Responsible for banking in of sales money.
- Ensure that logistics and other materials are properly replenished.
- Ensure that all reports are submitted on time.
- Has overall responsibility of the supervision of the cleanliness and ambience of the outlet.
- Check and approve all management records such as staff scheduling, payroll submissions, daily sales report, wastage report etc.

- To perform any other duties as and when required and assigned by other representatives of the management.

People Management

- Ensure that job allocation are followed by staff.
- Ensure that SOPs are being practiced by all staff members.
- In charge of staff scheduling.
- Perform shift and handover duties.
- Has overall shift responsibilities and is accountable to the outlet manager for the smooth running of shifts.
- Observe and conduct regular feedback to staff to further improve on service to our guests.
- Hold regular informal meetings with staff to pass information and receive feedback on work problems.
- Responsible for the training of all employees under his/her supervision in consultation with the area manager and other representatives of the management.
- Conduct and follow up on monthly sales, housekeeping, cash control and service audits.

Competencies

- Guest oriented and service focus.
- Possess good people management, resource allocation skills.
- Possess good leadership and communication skills.
- Eye for Detail.
- Is a team player.
- Responsible and positive working attitude.
- Outgoing, cheerful and self-motivated.