

Reports to: Area Manager & Store Manager

Position Summary:

The Assistant Store Manager assists the Store manager in optimizing the outlet results in the areas of sales, profit and people.

Scope of Work:

1. 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 outlet managers and above.
- Adhere to all food hygiene standard and procedures.

2. 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.
- Checking of orders to ensure the proper receiving of goods in weight ordered and supplied.
- To check on quality of food production and orders.
- Responsible for banking in of sales money.
- Maintain all inventory and stock records.
- Ensure that logistics and other materials are properly replenished.
- Responsible for submission of all reports to the outlet manager in a timely manner.
- Has overall responsibility of the supervision of the cleanliness and ambience of the outlet.
- To perform any other duties as and when required and assigned by other representatives of the management.

3. People Management

- Ensure that job allocation are followed by staff.
- Ensure that standard operating procedures (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
- Responsible for the training of all employees under his/her supervision in consultation with the outlet manager and other representatives of the management.

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.