

**CnD Specialties, Inc.**  
**d/b/a Eden Café, Eden Catering, Eden Grill, & Wild Goose Cafe**  
**Position Description**

**JOB TITLE:** RESTAURANT ASSISTANT MANAGER  
**REPORTS TO:** Restaurant Manager and Officers of Corporation

**SUMMARY:**

Work and communicate with Owners, Restaurant Manager, Eden Catering Manager & Asst. Manager, Wait Staff Supervisor, and all employees to work together as a team to provide the best customer service possible. Work to achieve company goals to ensure the company's share of market and profitability from service and products offered. Follow Safe Food Handling and Beverage Operator License procedures for all food and beverage cooking and preparations. Work with Restaurant Manager in training and supervising all kitchen employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** includes the following:

- **Service to our customers and Satisfaction of our customers is 1<sup>st</sup> priority.**
- **Must be available on weekends.**
- Work closely with Restaurant Manager, Wait Staff Supervisor in all essential duties and responsibilities.
- Recruit, hire, train, and consistently provide coaching (teaching & directing) of all kitchen and wait staff in preparation, garnishing, and presentation of food, beverage operation, service, sanitation, cleaning, equipment use, and safety procedures for continuous improvement of all staff.
- Coordinate workers and work procedures to ensure quality standards and service through the use of additional training, progressive disciplinary write-ups, evaluations and termination of employee(s) if applicable.
- Coordinate purchases or requisitions for foodstuffs, checking the quality of raw and cooked food products to ensure that standards are met.
- Plans or participates in planning menus, preparing and apportioning of foods, and utilizing food surpluses and leftovers.
- Analyze recipes to assign prices to menu items, based on food portion control, labor, and overhead costs.
- Collaborate with other personnel to plan and develop recipes and menus, taking into account such factors as seasonal availability of ingredients and the likely number of customers.
- Meet with sales representatives to negotiate prices and order or requisition food and other supplies needed to ensure efficient operation, while controlling inventory, to ensure efficient operation. Check the quantity and quality of received products.
- Requisition, purchase, equipment, and small ware to ensure quality and timely delivery of services. Arrange for equipment repair and maintain proper preventative maintenance checks.
- Resolve and log all service and/or product shortages and negative related issues. Have the ability to handle complaints, settle disputes, and resolve grievances and conflicts.
- Inspect supplies, equipment, and work areas to ensure conformance to established standards.
- Create Weekly Work Schedule for all kitchen and dishwasher/cleaner personnel.
- Work with Owners and all other company managers to plan, direct, and coordinate the marketing of overall company's products and service.
- Record production and operational data on specified forms
- Coordinate planning, budgeting, and purchasing for all the food operations.
- Help load catering orders or transfer of product orders into customer vehicles or delivery trucks.
- Advise Owners and Restaurant Manager of any personnel situations or policy violations having any adverse effect on restaurant operation.
- Report all accidents, maintenance issues, and customer incidents to Owners and Restaurant Manager immediately and complete proper paperwork as required.
- Communicate career opportunities to Owners, Restaurant Manager, Wait Staff Supervisor and staff.
- Provide service to all customers according to Restaurant Manager, Cook and Food Prep, Wait Staff Supervisor, Wait Staff, and Dishwasher/Cleaner Position Descriptions.
- Knowledge of all aspects of CnD Specialties, Inc. – different businesses, products, and services available to customers.
- Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PERSONAL CHARACTERISTICS**

Position requires: being able to work alone as well as with others; maintain high levels of dependability, integrity, and honesty; ability to be safety conscious and flexible (able to adapt to change); be able to work the days and hours required – based on the demands of business and store. **MUST BE PLEASANT, OUTGOING WITH A SENSE OF HUMOR, AND HAVE A DESIRE TO SERVE OTHERS!**

**EDUCATION and/or EXPERIENCE:**

Possess a High School Diploma or equivalent plus two years related combination of education and experience in restaurant cooking and management.

**COMPUTER, CASH REGISTER and OTHER EQUIPMENT SKILLS:**

Possess basic computer skills for use of computer software and cash register. Have the ability to use office equipment such as calculator, copier, fax machine, credit card machines & telephone. Also must have the ability to properly set up and provide maintenance and service to all other food or beverage related equipment.

**LANGUAGE SKILLS:**

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, training and procedure manuals. Also have the ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS:**

Must have the ability to use basic arithmetic to calculate cost of products and services, calculating sale price, amounts such as discounts and percentages and end of shift reports. Ability to prepare guest checks and calculate monetary exchange.

**REASONING ABILITY:**

Must have the ability to understand and implement responsibilities as both an employee and an Asst. Manager the responsibilities of the organization outlined in the Employee Manual and apply instructions furnished in written, oral, or diagram form. Must be able to resolve job-related problems, set priorities for self as well as others, and keep things organized.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, physical activities will require considerable use of arms and legs and moving your whole body such as; use of hands and fingers to write, use cash registers, calculators, credit card machines, produce and serve product; talk and hear; work in a cooler at the temperature of 30° or below for up to 35 minutes at a time; stand, walk, stretch, stoop, reach and be able to stand for a minimum of eight hours at a time; lift and stock cases of beverages and groceries up to 40 lbs.; handle multiple tasks simultaneously and manage time well; reliably get to and from work.

**WORK ENVIRONMENT:**

The noise level in the work environment is usually moderate.

Disclaimer: The list of Requirements, Duties, and Responsibilities is not exhaustive, but is merely the most accurate list of the current job. Management reserves the right to revise the Position Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments).