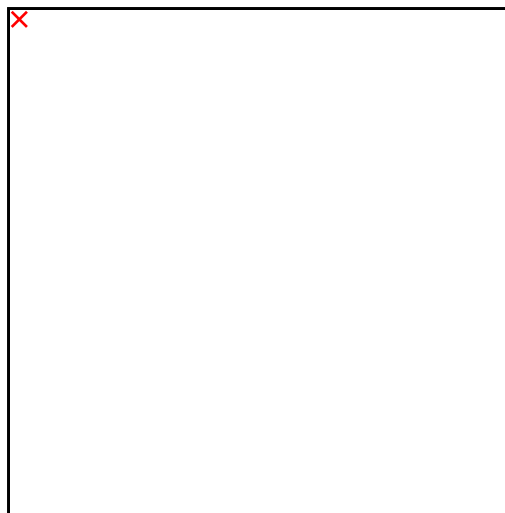


The CareerCatchers, Inc. (4873)  
To: Employment Counselor  
Date: 03/25/2024

0227369  
2001 K St Nw  
Washington, DC, 20006  
202-918-5583  
591219168



is now hiring!

### General Manager

**Number of openings:** 1

**Benefits:** Competitive compensation and benefits, extensive training and development, and flexible schedules

**Salary range:** Varies

**Employment status:** Varies

**For this position, pay will be variable by location - See additional job details and benefits below**

#### Values Statement:

All Ruth's Hospitality Group Team Members are expected to demonstrate the values and behaviors outlined in The Sizzle. For this reason, the job description that follows outlines the essential duties and responsibilities required to fulfill the primary requirements of General Manager. All Team Members should understand that additional requirements, tasks, activities and efforts will regularly be required of Team Members so that we can support the Ruth's Hospitality Group restaurants and the Team Members who work in them.

#### ESSENTIAL JOB FUNCTIONS:

- Conduct facility walk through (interior and exterior) to ensure a clean, safe and guest-friendly atmosphere and ambiance. Ensure that required housekeeping tasks and maintenance programs are completed as required. Identify and address any problems and/or needed repairs.
- Complete administrative office work to include answering emails and voicemails, entering sales reports, paying invoices, checking deliveries, etc.
- Review previous day's sales reports to ensure accuracy; investigate and resolve any discrepancies. Ensure that all financial information, daily sales/deposits, budgets, invoices, receiving sheets, payroll and all other administrative requirements are completed and submitted according to the procedures and due dates set by the Regional Vice President and/or Corporate Staff.
- Proactively and effectively communicate (to his/her management team, team members, Regional Vice President, and members of the corporate staff) any discrepancies, unusual information/occurrences or other necessary information regarding the effective operation of the business. Assures there are no surprises.
- Review reservations and events scheduled for each day to ensure proper staffing based on projected volume.
- Perform kitchen and bar line check to ensure proper quality and quantity of food products; review inventory needs with Chef.
- Set, submit and achieve budgeted sales and profit levels for the restaurant. Review financial results against monthly and quarterly budget goals to ensure efficient operations and that all expenditures and costs remain within budgeted and cost guidelines. Create plans to achieve goals and review plans with team. Take immediate action to correct any deviation from financial budgets and performance.
- Conduct pre-shift meeting to review menu changes, specials, promotions, contests and/or problems with staff.
- Provide motivational leadership, communication and follow up to staff to ensure proper execution and commitment to company standards in all aspects of the operation.
- Rotate through the stations of the restaurant (host, bar, dining, kitchen) throughout service to monitor activities and provide communication and feedback to team.
- Interact regularly with the guests to inquire about meal and make acquaintances. Respond promptly to guest needs or complaints, and resolve matters expeditiously to ensure a "Raving Fan" experience.
- Complete closing duties to include entering tips, credit cards, and payroll; submit sales reports to Corporate; walk through restaurant to ensure proper closing procedures are followed, including cleaning all areas of the restaurant, performing money counts, and leaving detailed communication for the next shift regarding any open or important issues.
- Facilitate weekly manager's meeting to review staffing, development, and training needs and discuss the restaurant's operating plan, objectives and results.
- Regularly monitor all systems in place which set and provide the required par and inventory levels of all raw products, food ingredients, and beverage, bar supply items, equipment, smallwares, plate, glass, silverware, linen and cleaning supplies to ensure effective operations. Ensure that all restaurant items are ordered from approved vendors and meet corporate specifications.

- Optimize sales potential by proactively and aggressively planning, conducting and following-up local store marketing and public relations activities focused toward building awareness of the local restaurant and creating new guests.
- Proactively recruit, hire and provide initial orientation and training, as well as on-going training, for all restaurant personnel, in accordance with RCSH training systems, programs and materials.
- Write and conduct timely performance reviews, at least annually, according to RCSH systems for each member of his/her management team. Create individual development plans, and provide regular follow up to ensure completion of goals. Mutually establish developmental goals, objectives and action plans focused toward continually performance improvements of Provide ongoing follow-up, training and coaching to assist team members in achieving developmental objectives.
- Review confirmed and pending banquets/special events with Sales Manager to ensure proper planning.
- Attend training courses and seminars throughout the year to build business and professional knowledge/skill levels and gain greater experience.
- Build relationships within the community and community organizations to promote brand awareness and partnerships and bring in new guests.
- Develop business through catering and private dining sales.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Demonstrate exceptional guest service mentality
- Place high priority on the guest
- Promotes a superior individualized dining experience for each guest
- Interact regularly and demonstrate a genuine interest to guests
- Provide "pressure point relief" to team as needed to assure a superior dining experience for all guests
- Proactively build and nurture relationships in the community
- Demonstrate a passion for food
- Actively support the brand concept
- Model and promote adherence to brand standards
- Seek opportunities to promote the brand within the community at large
- Create and maintain optimum levels of morale, pride and team spirit
- Develop an environment based upon the values and operating principles of RCSH
- Work well with others
- Demonstrate an open, respectful communication style
- Effectively select, train, and develop talented team members
- Build mutual respect, confidence, and trust in relationships
- Demonstrate confidence
- Lead by example
- Set and uphold uncompromising high standards and expectations
- Enforce accountability for performance and results
- Direct and coordinate all activities throughout the restaurant
- Foster open communication
- Handle performance issues in a tough but fair manner
- Demonstrate a strong interest in developing others
- Serve as a mentor and coach to others
- Provide continual feedback
- Celebrate success and reward achievements
- Create a succession plan
- Demonstrate patience and understanding
- Listen effectively
- Demonstrate basic computer skills including a familiarity with Microsoft Word, Excel and Outlook
- Able to read, interpret, and effectively act upon profit & loss and other financial data
- Ability to think big picture when setting goals
- Identify and monitor business trends
- Strong attention to detail
- Evaluate options and impact in order to make the best decisions
- Think creatively to find solutions to problems
- Anticipate and catch issues before they become problems
- Demonstrate effective organization and time management skills
- Take ownership of all front of house operations
- Respond with a sense of urgency
- Ability to handle pressure effectively
- Flexibility by responding to changing demands
- Stay focused and productive
- Maintain a professional business demeanor and appearance at all times
- Take proactive steps and self-responsibility for on-going individual training and development

#### **PREFERRED EDUCATION AND WORK EXPERIENCE:**

- Extensive experience leading a high-volume, upscale concept restaurant
- Wine knowledge required, experience as a sommelier preferred
- Servsafe Food and Alcohol certification preferred
- Some culinary experience or training a plus
- Formal business education or a restaurant management degree a plus
- Above average computer skills including a familiarity with Microsoft Word, Excel and Outlook

#### **PHYSICAL DEMANDS:**

- Typical shift is 10-12 hours
- Able to work on your feet for at least 8 hours

- Temperature extremes range from working near 1800 degree Fahrenheit broilers to working in a walk-in freezer of -10 degrees Fahrenheit
- Must be able to lift, handle, and carry food, smallwares, equipment, supplies and paper goods at a minimum of 50 pounds constantly, and up to 100 pounds occasionally
- Must be able to bend, kneel, stoop, reach, and squat on a frequent basis to receive and store stock, supplies and equipment, as well as to work the line during service periods
- Must be able to taste, be able to distinguish between and among flavors, spices, temperatures, mouth feel and smell, and distinguish between and among odors and scents as to their appeal and level of intensity for all food and beverage products
- Must be able to work in an environment subject to loud noises from restaurant equipment and machinery, fumes, odors, dust and smoke

**PERSONAL PROTECTIVE EQUIPMENT:**

- None

**WORK ENVIRONMENT:**

- Work performed in a restaurant.

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

**This Job Posting will expire in 10 days.**