

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

MANAGER, FOOD SERVICE (Restaurant Manager)

DOT: 187.167-106 SVP 7

Job Description: Responsible for overall operations of restaurants and other food service facilities, including food preparation, nutrition, sanitation, security, company policies and procedures, personnel management, recordkeeping, and preparation of reports. *Physical Demands* - Mildly active/Light lifting, carrying, or moving (up to 20 lbs); *General Educational Development* - R4 M4 L4; *Aptitudes* - Above average General Learning Ability, Verbal, Numerical - Average Clerical Perception. Note: May require an AA or BA degree in restaurant and institutional food service management.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to interview, hire and fire employees. (R, IN, I, S)
2. Can demonstrate thorough knowledge of company policies and practices, and can explain same to newly hired workers. (IN, I, S)
3. Can demonstrate understanding of, and ensure compliance with, government health, safety, and sanitation regulations and local ordinances pertaining to business operations. (IN, S)
4. Can demonstrate ability to review financial transactions and set up and monitor budgets to ensure efficient operation. (R, IN, S)
5. Can demonstrate ability to establish standards for personnel performance. (R, IN, S)
6. Can demonstrate ability to define and implement staff training/promotion programs, and perform staff evaluations. (R, IN, I, S)
7. Can demonstrate ability to appropriately develop work schedules for personnel and handle re-assignment due to illness or accidents. (R, IN, S)
8. Can demonstrate ability to coordinate and supervise kitchen and dining room activities. (R, IN, I, S, T)
9. Can demonstrate ability to oversee food preparation and cooking. (R, IN, I, S, T)
10. Can demonstrate ability to analyze recipes of dishes to determine food, labor, and overhead costs. (IN, S)
11. Can demonstrate ability to estimate food consumption. (IN, S)
12. Can demonstrate ability to select and appropriately price menu items. (R, IN, S)
13. Can demonstrate ability to investigate and resolve customers' complaints about food quality or service. (IN, I, S)
14. Can demonstrate the proper procedure for conducting product inventory. (R, IN, S)
15. Can demonstrate proper procedure used to requisition or purchase, and schedule delivery of fresh foods, beverages, supplies, and materials required to operate a commercial food service facility. (R, IN, S)
16. Can demonstrate proper procedure for receiving food shipments, including evaluating the quality of meats, poultry, fish, fruits, vegetables, and baked goods delivered. (R, IN, S)
17. Can demonstrate ability to arrange for equipment maintenance and repairs. (IN, S)
18. Can demonstrate ability to arrange for waste removal and pest control. (IN, S)
19. Can demonstrate ability to perform relief work in various activities such as assisting with cooking, clearing of tables, and other tasks, as needed. (R, S, T)
20. Can demonstrate ability to do paperwork required to comply with licensing laws and reporting requirements of tax, wage and hour, unemployment insurance, and Social Security laws. (IN, S)
21. Can demonstrate basic computer skills. (IN, S, T)

22. **Can demonstrate ability to keep records of hours and wages of employees, or direct payroll operations regarding same. (IN, I, S)**
23. **Can demonstrate ability to prepare the payroll, or direct payroll operations regarding same. (IN, I, S)**
24. **Can demonstrate ability to use computer to order supplies electronically and track popularity of menu items. (IN, S, T)**
25. **Can demonstrate working knowledge of a point-of-service system. (R, IN, S, T)**
26. **Can demonstrate working knowledge of inventory tracking software. (IN, S, T)**
27. **Can demonstrate ability to operate cash register and credit card machine. (R, IN, S, T)**
28. **Can demonstrate ability to tally daily cash and charge receipts received and balance them against the record of sales. (R, IN, S)**
29. **Can demonstrate ability to maintain accurate and concise records and daily reports/logs of business operation. (IN, S)**
30. **Can demonstrate proper procedure for lock up, including alarm system activation. (R, IN, S)**
31. **Can demonstrate excellent communication skills. (IN, I)**
32. **Can demonstrate ability to work under stress to meet schedule deadlines. (R, I)**
33. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**