



A restaurant general manager does many things to make sure their restaurant runs smoothly and efficiently.

The goal is to meet and exceed customer expectations.

This starts with the restaurant's general manager. Although a restaurant general manager job description includes many tasks, a manager primarily focuses on the overall restaurant and ensures that it continues to run properly under their leadership.

Overview of the Restaurant General Manager's Responsibilities

Some of the main restaurant general manager's responsibilities include:

- Handling all staffing decisions, including the recruitment of new staff;
- Monitoring adherence to federal and state guidelines, especially those related to health, safety, and alcohol regulations;
- Preparing and analyzing financial and sales projections;
- Overseeing the marketing and promotion of the restaurant;
- Sourcing needed materials and quality food for the restaurant; and
- Implementing strategies to increase revenue on a per-customer basis.

In broad terms, anything that a restaurant needs to do to continue operating efficiently is part of a restaurant general manager's duties. Although, in a restaurant general managers position, they normally oversee many of these tasks rather than actually carrying them out. Restaurant managers often have to delegate tasks to their staff since there is so much to do at a busy restaurant.

Restaurant General Manager Soft and Hard Skills

Restaurant general managers are leaders.

They motivate their employees and create an atmosphere of teamwork. That way, the workflow of the restaurant is efficient.

The restaurant general manager also needs good planning and organizational skills. This helps ensure that enough staff and food supplies are on hand. Additionally, workers need to understand the job that they are tasked with. The general manager plans what needs to be done and trains the staff.

Finally, a good restaurant manager is adaptable and flexible. No two days on the job are the same, so we want someone who adapts to incoming challenges.

Restaurant General Manager Job Description

The restaurant manager's responsibilities are comprehensive.

These responsibilities address anything that arises while working at a busy restaurant, such as:

- Interacting with customers to ensure a quality experience;
- Making recommendations as needed; and
- Ensuring quality food standards are upheld.

The restaurant manager is often a forward-facing role. Many restaurant general manager duties are centered around dealing with customers and staff alike.

Keeping both your customers and staff happy is critical to the success of any restaurant.

But, the restaurant manager also handles behind-the-scenes aspects of a restaurant, including:

- Monitoring the budget and accurately maintaining restaurant records;
- Ensuring food and beverages are prepared correctly, and recipes are followed;
- Organizing the staff schedule and coordinating restaurant operations during each shift; and
- Sourcing, meeting, and bargaining with distributors to ensure price points are met.

Not only do restaurant general managers communicate with their own staff ensuring the restaurant runs smoothly, but they also communicate with their delivery sources, other managers, and customers throughout the day and night.

Having great personal skills is critical for restaurant managers to assist customers and to know that what they need from their staff has been communicated properly and will be done correctly.