

# Restaurant General Manager Duties Checklist



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## Staff Management:

- Recruit, hire, and train restaurant staff, including servers, cooks, and support staff.
- Set performance expectations and provide ongoing training and feedback.
- Manage scheduling to ensure adequate staffing levels for all shifts.

## Financial Oversight:

- Monitor and manage the restaurant's budget, expenses, and revenue.
- Control costs by optimizing inventory, portion sizes, and waste reduction.
- Analyze financial reports and make informed decisions to maximize profitability.

## Customer Service:

- Ensure a high level of guest satisfaction through attentive service and quality food.
- Address customer feedback, complaints, and concerns promptly and professionally.
- Create a welcoming atmosphere that enhances the dining experience.

## Operational Excellence:

- Oversee daily restaurant operations, including opening and closing procedures.
- Maintain cleanliness, safety, and compliance with health and safety regulations.
- Ensure consistent food quality, presentation, and adherence to recipes.

## Menu Development and Pricing:

- Collaborate with chefs to create and update menu items based on trends and customer preferences.
- Set menu prices that balance profitability with customer value.

## Vendor and Supplier Management:

- Source and negotiate with vendors for quality ingredients and supplies.
- Manage relationships with suppliers and ensure timely deliveries.

## Marketing and Promotion:

- Develop and execute marketing strategies to attract and retain customers.
- Utilize social media, advertising, and promotions to increase visibility and sales.

### Inventory Control:

- Implement inventory management systems to track and control stock levels.
- Conduct regular inventory counts and reorder supplies as needed.

### Training and Development:

- Provide ongoing training to staff on customer service, safety, and job-specific tasks.
- Foster a positive work environment that encourages growth and teamwork.

### Compliance and Regulations:

- Ensure the restaurant operates in compliance with local, state, and federal regulations.
- Maintain required licenses, permits, and health inspections.

### Business Planning:

- Develop short-term and long-term business goals and strategies.
- Evaluate business performance and adjust strategies as needed.

### Communication and Leadership:

- Communicate goals, expectations, and updates to the restaurant team.
- Lead by example, motivating and inspiring staff to deliver exceptional service.