Kane St. Smokehouse

Restaurant Manager Role Description

Operational Standards & Servant-Leadership

ROLE OVERVIEW

Position Title: Restaurant Manager / General Manager

Reports To: Ownership

Schedule: Full-time | 40+ hours per week | Sunday–Saturday

Compensation: Salary – Biweekly | Not eligible for overtime

Required Certification: Food Safety Manager Certification (Always Food Safe or ServSafe)

Experience: Management or supervision experience required, restaurant experience required.

WHO WE'RE LOOKING FOR

The Manager at Kane St. Smokehouse is the heartbeat of daily operations — someone who leads with intention, serves the team before themselves, and takes genuine ownership of the guest experience, the culture, and the standards that make this place what it is.

This role requires someone who understands that great leadership isn't about authority — it's about showing up consistently, developing people, solving problems with composure, and holding the line on what matters most. You will be responsible for the full scope of restaurant operations while guiding our team to understand and live out our vision, mission, and core values every single day.

Managers must lead by example, uphold company policies, and ensure the restaurant operates smoothly and profitably. You are expected to be a culture carrier — someone who doesn't just enforce standards but helps others understand ***why*** those standards matter.

CORE RESPONSIBILITIES

Operations Management

- Oversee daily restaurant operations during critical hours
- Ensure all opening and closing procedures are completed properly
- Monitor food quality, portion control, and presentation
- Maintain proper food safety and sanitation standards
- Ensure the restaurant is clean, organized, and operating efficiently

- Maintain proficiency with all restaurant equipment and software (POS system, dishwasher, oven, microwave, etc.)
- Coordinate maintenance procedures and contact appropriate repair services when needed
- Create restaurant-specific systems that help employees understand job responsibilities and expectations clearly
- Ensure customers are always the first priority
- Maintain knowledge of emergency procedures: choking, fire, robbery, allergic reactions, vomiting or diarrhea, etc.
- Train, review, and follow up with scheduled Shift Leads and team members
- Handle store runs for needed supplies; keep them minimal through planning and organized lists

Staff Leadership & Development

- Supervise and support team members during shifts
- Train new employees on company procedures and standards
- Enforce company policies including dress code, food safety rules, and employee illness policy
- Address employee concerns and maintain a respectful, professional work environment
- Provide coaching and corrective feedback with clarity and care
- Hire and terminate employees per restaurant needs and employee performance
- Create and post the schedule according to standard timeframes; oversee call-ins, clock-in issues, and time-off requests
- Conduct scheduled employee reviews and one-on-ones
- Acknowledge employee well-being including birthdays and major life events
- Submit payroll on time
- Review and submit pay raises in a timely manner when earned

Guest Experience & Service Standards

- Ensure guests receive friendly and professional service at all times
- Resolve customer complaints quickly, professionally, and with genuine care
- Maintain a welcoming dining atmosphere
- Support staff during busy periods to maintain service quality
- Ensure cleanliness across all areas: front-of-house, back-of-house, restrooms, outdoor dining, and parking lot

Catering & Deliveries

- Make deliveries or assign a qualified employee to do so when needed
- Create accurate quotes and invoices and send them to customers promptly
- Communicate with catering clients to build orders that reflect their needs while honoring standard pricing
- Schedule employees for full-service events and deliveries
- Maintain and oversee the delivery vehicle: cleaning, fueling, scheduled maintenance, and current inspections

Food Safety, Quality & Compliance

- Ensure all employees follow proper food handling procedures
- Maintain health department compliance at all times

- Monitor temperature logs and food storage practices
- Enforce proper cleaning and sanitation standards
- Train Shift Leads and team members on safety practices and policies
- Maintain up-to-date Food Safety Certification and support licensing for other employees
- Be knowledgeable about ingredients, recipes, allergens, and dietary substitutions
- Understand and follow all applicable health department regulations
- Assist during health inspections and follow up with Shift Leads if not present
- Maintain readiness to respond to emergency situations (fire, injury, choking, vomiting, etc.)

Inventory & Product Management

- Monitor inventory levels and communicate shortages proactively
- Ensure proper food rotation using FIFO (First In, First Out)
- Reduce waste and control food costs through budget awareness and applied systems
- Oversee ordering and receiving of products when necessary
- Shop for and order items not available through the standard delivery service
- Attend food show and expo events as needed

Cash Handling & Financial Accountability

- Ensure proper cash handling procedures are followed at all times
- Manage register operations and POS system accuracy
- Assist with drawer counts and end-of-day reporting
- Investigate discrepancies and report concerns to ownership
- Make weekly bank deposits and ensure petty cash and change rolls are available for daily operations
- Organize and file receipts (electronically and physically)
- Categorize monthly bank statement purchases and complete monthly tax-exempt worksheets; deliver to bookkeeper within the appointed timeframe

Communication & Accountability

- Maintain clear and professional communication with team members and ownership
- Report operational issues promptly to ownership when unable to remedy the situation independently
- Be proactive in solving problems within your scope of authority
- Support ownership and facilitate communication of operational needs
- Relay advertising, sponsorship, and marketing opportunities to ownership promptly

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HOW WE LEAD HERE

At Kane St. Smokehouse, we believe leadership is a service — not a status. Our managers are expected to bring both heart and spine to their role: warmth for their team and accountability for the standards that protect everyone.

Managers are expected to:

- Motivate, develop, and uplift their team while holding firm to expectations
- Lead by example in professionalism, work ethic, and attitude — every single shift
- Maintain calm and composure during high-pressure moments
- Demonstrate strong problem-solving: work through conflict quickly and thoughtfully
- Step into any role on the floor when the team needs it
- Promote a culture of teamwork and individual accountability
- Protect the reputation and standards of Kane St. Smokehouse
- Communicate effectively with both customers and staff
- Pursue ongoing growth through books, videos, training, and learning opportunities provided or assigned by ownership
- Demonstrate willingness to improve people skills and leadership capabilities on and off the clock

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WHAT YOU'RE AUTHORIZED TO HANDLE

Managers are authorized to:

- Enforce company policies and procedures
- Make operational decisions during shifts
- Create and enforce new systems and checklists when required
- Address employee performance concerns
- Resolve customer issues within reasonable limits
- Maintain safety and cleanliness standards
- Handle store-level marketing decisions within established guidelines

> **Note:** Major disciplinary actions or policy changes must be communicated to and approved by ownership before being implemented.

BOUNDARIES THAT PROTECT EVERYONE

Healthy boundaries aren't about control — they're about clarity. These boundaries exist to protect the integrity of the role, the well-being of the team, and the trust between manager and ownership. They are not meant to feel restrictive; they are meant to create a professional environment where everyone knows what to expect.

Scope of Authority

- Managers make decisions within their established scope — operational decisions during shifts, staffing adjustments, and customer resolutions
- Decisions involving major policy changes, significant disciplinary actions, or financial commitments outside normal operations require ownership involvement
- When in doubt, communicate — a quick check-in with ownership is always the right call

Team Relationships

- Managers lead the team — they do not become one of them in a way that blurs professional lines
- Friendships are natural, but favoritism — real or perceived — damages team morale and trust
- Personal conversations, venting, and social dynamics should not cross into the workplace in a way that affects team cohesion or professionalism
- Managers are expected to maintain consistency: the same standards apply to everyone, every time

Communication with Ownership

- Bring problems with proposed solutions when possible — not just problems
- Ownership is available for support, but managers are expected to resolve issues within their authority independently first
- Disagreements with ownership direction should be raised in private, professionally, and with respect — not in front of the team
- Managers represent ownership's vision in the building — even when they personally might do something differently

Emotional Boundaries on the Floor

- The floor is not the place for personal frustrations, venting, or emotional processing — even on hard days
- Managers set the emotional temperature of the room — your energy is contagious
- If something is wrong, handle it calmly and privately; the team is always watching how leadership responds under pressure
- It is okay to not be okay — but the professional response is to manage your demeanor in the moment and address personal matters off the floor

Work-Life Boundaries

- Managers are salaried and expected to manage their time responsibly within the 40+ hour requirement
- Ownership respects your time off — and asks that time-off requests, scheduling needs, and personal commitments be communicated proactively and in advance
- Coverage for time off is a shared responsibility — managers are expected to make reasonable good-faith efforts to ensure shifts are covered
- This role carries responsibility — but it should never feel like you're carrying it alone; ownership is a resource, not just an authority

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WHAT WE'RE LOOKING FOR

- Previous restaurant experience required
- Leadership or supervisory experience required
- Strong knowledge of food safety and restaurant operations
- Genuine commitment to continued learning and growth (books, videos, conferences, etc.)
- Ability to multitask effectively in a fast-paced environment
- Strong communication and problem-solving skills
- Flexible availability including nights, weekends, and holidays
- Ability to attend off-site functions or trainings (sometimes overnight) as required by ownership
- Ability to apply Food Safety Manager Certification knowledge to train staff and identify potential hazards
- Active driver's license with no major infractions

PHYSICAL REQUIREMENTS

- Ability to stand and move for extended periods
- Ability to lift up to 30 lbs.
- Ability to work in a fast-paced, sometimes hot kitchen environment
- Comfort with computers and basic programs; willingness to learn our systems

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KEY TRAITS FOR SUCCESS

- Dependable, punctual, and consistent
- Servant leadership mindset with genuine self-motivation to grow
- Detail-oriented and highly organized
- Calm under pressure
- Positive, team-first attitude
- Willing to be coached and to coach others

WHAT SUCCESS LOOKS LIKE

Success in this role means more than hitting daily checklists. It means building a culture where the team feels supported, guests feel welcomed, and the restaurant runs with consistency, pride, and purpose.

Specifically:

- Maintain general operations in a way that creates a quality environment for employees and a memorable experience for guests
- Deliver consistent food quality and guest satisfaction
- Maintain a clean, safe, and efficient work environment
- Ensure team accountability and adherence to standards

- Actively contribute to the culture and performance of Kane St. Smokehouse in a positive, meaningful way
- Embody and communicate our mission, vision, and core values to every person you encounter

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AGREEMENT & ACKNOWLEDGMENT

I understand the responsibilities and expectations of the Restaurant Manager role at Kane St. Smokehouse. I agree to perform these duties to the best of my abilities and understand that failure to carry out this role according to established standards may result in disciplinary action, up to and including termination.

Employee Name (Print):

Employee Signature: **Date:**

Ownership Signature: **Date:**
