

# **JOB DESCRIPTION OPERATION MANAGER**

## **JOB PROFILE**

Job Title : Operation Manager  
Department : Mr Punch Public House  
Work Location : Singapore

## **ORGANIZATIONAL RELATIONSHIP**

Reporting Superior's Title : General Manager  
Subordinates : All Operation Staffs

## **DUTIES & RESPONSIBILITIES**

- Responsible for overall operation of the restaurant include team performance, increased sales profitability, effective cost controls development, training of key associates.

### Sales & Financial:

- Responsible to work actively to ensure the restaurant meets financial and operating goals.
- Prepare sales forecast based on sales history and market trends.
- Identify operating requirements and prepare operation budget in close consultation with the General Manager.
- Design and implement promotional programs and strategies to meet performance targets.
- Keep records of daily sales; analyze variances, and takes appropriate measures to meet the forecast.

### Operational:

- Closely coordinate with the chefs regarding new menus, slow moving items, out of stock items, problems and complains on food as well as clients requirement.
- Call and preside over operational meetings with colleagues to discuss and resolve operational problems.
- Establish and review existing policies and procedures on service and operations, recommend changes on new policies as demand necessary to improve the operation.
- Prepare work schedule for personnel's, side duties and special assignments.
- Monitor the service, makes spot checks and call the attention of the staffs for noted deviation of standards.
- Checks set up of dining room, ensure that the guests requirement are available and in good condition.
- Plan, organize, direct and control the delivery of service and sees to it that the policies and standards are complied with.
- Ensure that all control policies and procedures are strictly observed.
- Keep records of critical incidents in the restaurant, analyze problems and take remedial actions.

### Staffing:

- Attend to staffs concerns and problems, build morale and team work.

- Provide coaching and guidance to the staffs.
- Conduct preliminary investigation on reported misconduct of staffs as well as discrepancies in transactions.
- Conduct corrective interview and take disciplinary action.
- Execute performance appraisal at employees.
- Discuss and propose all employee compensation, benefit and the like with the General Manager.
- Hire potential employees.
- Conduct job orientation to the new hire employees

#### Inventory:

- Monitor the use and safekeeping of all the supplies and equipment, takes note of losses, broken or damaged equipment and take appropriate action.
- Check the availability of operational requirement and stock balance, initiate requisition as needed.

#### Customer Service

- Take effort to build customer goodwill, check their satisfaction, welcomes and entertains them, solicits feedback regarding the food and service.
- Attend to customer inquiries, complaints, concerns and request.

#### Reporting:

- Prepare reports for management: sales report, consumption report, inventory/ losses report, critical incident report.
- Any other ad-hoc tasks assigned by management