



Egg N' Joe Franchise Systems, LLC. (ENJFS) believes that in order to achieve our mission of Delight Our Guests, every employee must make a significant contribution. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to Delight Our Guest.

Job title	<i>Kitchen Manager</i>
Reports to	<i>General Manager</i>
Status	<i>Non-exempt</i>

Job purpose

To Delight Our Guest, fulfill the potential of our team members, and satisfy our shareholders. The Kitchen Manager provides overall leadership and supervision of kitchen operations to achieve Guest satisfaction, team member development, and meet budgeted sales and profit plans. Responsibilities include staffing and training, Guest service, food preparation, expense control, facility maintenance, and overall operational excellence. The Kitchen Manager balances administrative duties with hands-on operational work to support the needs of the restaurant's volume.

Essential Functions

- Maintains fast, accurate service and ensures all products and menu items are made consistently to company standards for quality, sanitation, and portioning.
- Recruits, selects, and trains medium sized staff including line cooks and dish machine operators. Conducts or oversees the completion of all performance feedback sessions and makes recommendations to General Manager for team member pay increases, promotions, transfers, and disciplinary action as required by company policies.
- Resolves employee relations issues and complies with all applicable employment law. Develops core operations skills and self-sufficiency of team members to function with limited supervision.
- Communicate with vendors and Home Office personnel on the phone or via computer for to submit product orders and to report substandard products received.

- Maintains financial controls, inventory management, and labor requirements based on sales volume in order to maximize sales and profit potential.
- Maintains cleanliness and condition of the kitchen area and its equipment to company standards for the efficiency of operations and the safety of team members.
- Communicates repair and maintenance needs to the General Manager.
- Analyzes sales data and costs of operations to determine projections on a monthly basis and assists the General Manager in preparing the budget for the restaurant.
- Cook Guest orders to recipe specification and Guest preference (i.e. special requests) in cooperation with the rest of the kitchen staff.
- Ensure that food comes out simultaneously, in high quality and proper presentation, within ticket time standards.
- Ensure that hands, food preparation, serving equipment, storage containers, and work stations are sanitary at all times.
- Tests and monitors cooled, heated, and holding equipment for proper temperatures.
- Ensures that each station is stocked with inventory appropriately.
- Oversees and ensures that all food items are properly dated, rotated, and stored.
- Assigns side work and extra projects to back-of-the-house team members

Qualifications

- ServSafe Manager certification
- Must be able to speak, read, and understand the primary language of the work location.
- Excellent understanding of various cooking methods, ingredients, equipment, and procedures.
- Strong analytical/decision-making skills
- Strong interpersonal and conflict resolution skills
- Restaurant operations technical expertise
- Strong supervisory experience
- Ability to train, coach, and delegate to team members
- Ability to perform basic math skills and to analyze data.
- Accuracy and speed in executing assigned tasks.
- Able to meet the shift's needs of fluctuating business demands
- Able to work independently as well as in a team environment

Working conditions

- On-call status
- Occasional travel (local and out of town) for meetings and trainings
- Subject to wet floors, temperature extremes, and loud noises.
- Varying schedule to include morning, evenings, weekends, weekdays, holidays, and extended hours as business dictates.
- Must be able to bend, stoop, lift, and carry up to 40 pounds on a regular and consistent basis.
- Must be able to stand for long periods of time and move from area to area in the kitchen.

Physical requirements

SENSORY

- **VISION – NEAR** – Ability to see clearly printed material at close ranges (18 inches or less). Corrective lenses permissible
- **VISION – FAR** - Ability to see clearly objects at a far distance (20 feet or more) corrective lenses permissible.
- **VISION – OTHER** – Ability to distinguish between and among colors. Ability to exercise depth perception to determine space and distance relationships. Ability to exercise peripheral vision to be aware of objects within a large area while eyes are focused on one object.
- **HEARING** – Ability to hear in one or both ears to that verbal communication can be received, understood, and acted upon in either a face-to-face or a telecommunications basis.
- **TASTING** – Ability of tongue taste buds to distinguish between and among flavors, spices, temperature, and mouth feel (smoothness, pungency, etc.) of food and beverages.
- **SMELLING** – Ability of olfactory nerves to distinguish between and among odors and scents as to their appeal and level of intensity.
- **SPEAKING** – Ability to express oneself verbally with clarity in either a face-to-face or a telecommunications basis.
- **TOUCHING** – Ability of body parts, usually fingers and hands, to ascertain the texture of objects or commodities such as smooth/coarse, sharp/dull, etc. as well as temperature, stability, etc.

PHYSICAL

- **WALKING** – Ability to exert a reasonable paced mobility from one point to another within a generally accepted time frame, and recognizing the conditions of the environment as to breadth/ narrowness, clutter, etc.
- **BENDING** – Ability to move and control one's torso so items can be picked up from a lower surface level.
- **HANDLING** – Ability to grasp, hold, set down redirect with hands or fingers, turn, control, and manipulate objects and commodities.
- **FINGERING** – Ability to control and utilize fingers in a dexterous and coordinated manner for such activities as writing, typing, keyboarding, slicing, chopping, operating equipment, etc.
- **REACHING** – Ability to stretch body and extend arms to place or secure objects and commodities at a distance above, to the side of, or below the normal standing level of the individual.
- **SQUATTING** – Ability to flex legs at the knees to lower body position.
- **LIFTING** – Up to 40 pounds - Ability to use body parts, usually arms and hands (occasionally shoulders and back) to elevate an object or commodity above its previous surface level.
- **CLIMBING** – Ability to ascend steps, ladders, and other vertical and semi-vertical surfaces to reach a higher level.
- **REPETITIVE MOTIONS** – Ability to use body parts on a regular and continuing basis to repeat the same motions for a reasonable period of time without resting.

- **STOOPING** – Ability to flex legs at the knees and move the upper body forward and down.

Date Reviewed with Team Member: _____

Accommodations Requested (if needed):

Team Member Name: _____

Team Member Signature: _____

Manager Name: _____

Manager Signature: _____