



Our People are Family, Our Guests become Friends,
Our Competitors envy us

Job Title: Assistant General Manager

Salary: Highly Competitive + excellent benefits

How to apply: Please apply online at www.fridoids.co.uk

Role Overview

To support the General Manager in achieving the store vision.

Contextual Background

The TGI Friday's brand was established in New York in 1965. In the UK today it provides an authentically American fusion of craveable food and drink, atmosphere and exceptional service.

Our continued commercial success is dependent on the quality of our product and service. This is measured through guest feedback, sales and profit. It is only by recruiting and retaining the best people that the brand will thrive – this is a key priority for our managers.

Role Profile

Reports to: General Manager

Responsibilities: 1-3 managers
30-90 team members

Key Accountabilities

Guests

- Interact with Guests in a positive, energetic and sincere manner.
- Focus on food quality/ appearance, ticket times, and the fine details that define overall guest experience.
- Show an awareness of Guest needs and expectations; prevent problems before they occur.
- Resolve any guest issues.



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People

- Keeping managers and own team updated regarding brand and store developments and targets
- Management of own department(s) – ensure team understand the vision, motivate, develop, performance manage, conduct reviews
- Scheduling/rotas for store management team to ensure correct manpower levels (fully parred)
- Responsibility for Health & Safety compliance in-store
- Recruiting high quality new team members
- Contributing to disciplinary procedures where necessary
- Communicating shift targets, expectations and plans
- Motivating team and resolving immediate people issues on shift
- Actively listens and respects the opinions of others

Financial performance

- Supporting the GM in developing the annual store business plan
- Showing understanding of the store P&L and targets
- Knowing the key business performance measures and taking appropriate action to meet targets within their department(s)
- Managing an allocated margin to contribute to the P&L
- Identifying ways to drive sales and guest count

Brand anchors, operational excellence, standards and legal

- Ensuring that everything within the store complies with T.G.I. Friday's, store and legal requirements, standards and procedures.
- Ensuring that shift running complies with T.G.I. Friday's, store and legal requirements, standards and procedures.

Other

- Taking responsibility for the store in the General Manager's absence
- Running great shifts



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Personal Qualities - Success Differentiators

Results Driven

- Focused on results and highly driven to smash targets.
- Continually reviews own performance and makes changes to do things better.
- Self-motivated, energetic and sustains effort in order to achieve exceptional business results.

Engages People

- Enthuses others, inspiring a positive attitude to work and arouses a strong desire to succeed among own team and colleagues by living the brand values.
- Builds rapport and communicates appropriately with people at all levels.
- Acts as a role model in their treatment of guests, employees and managers.

Commercial Acumen

- Proactively instigates departmental plans within the context of the store vision.
- Focuses on costs, profits, new business opportunities and activities that will bring the largest return.
- Knowledgeable about store performance and local competitors.
- Uses all available commercial indicators to help develop business.
- Identifies fresh approaches to improve business results.

Planning

- Effectively manages daily priorities while keeping track of long term initiatives
- Makes effective medium and long term plans for the store
- Proactively plans 6-18 months ahead to make best use of resources
- Establish contingency plans to address potential obstacles and/or changing demands

Leadership

- Sets the standard and motivates others through interactions and examples.
- Creates a following through earned trust and respect
- Helps team members develop and achieve work and life goals
- Publicly recognises and rewards individual contributions and team accomplishments
- Translates the company manifesto, promise and strategies into individual and team goals

TO APPLY:

Visit www.fridoids.co.uk