



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

**Job Title:** Kitchen Manager

**Salary:** Highly Competitive + excellent benefits

**How to apply:** Please apply online at [www.fridoids.co.uk](http://www.fridoids.co.uk)

## Role Overview

To have full accountability for the attraction, engagement and development of the entire Kitchen team to drive lower labour turnover and improve guest satisfaction.

## 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:** 20-30 team members  
AKM

## 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; prevents problems before they occur.
- Resolve any guest issues taking actions to turn dissatisfied guests into return guests.



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## **People**

- Keep managers and team updated regarding brand and store developments and targets
- Recruiting high quality new Kitchen team members
- Training and developing Kitchen hourly team members- ensure team understand the vision, motivate, develop, performance manage, conduct reviews.
- Maintaining an accurate and up-to-date manpower plan of Kitchen team member needs. Prepare schedules and ensure that the Kitchen is staffed for all shifts.
- Kitchen team appraisals
- Responsibility for Food Safety/Health & Safety compliance in-store
- 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
- Responsible for purchasing, receiving and storing food products, use of correct products and proper par levels to minimize food waste and optimize food cost.
- Managing the food margin to contribute to the P&L
- Computer literate

## **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**

- Conduct food demos and recipe demonstrations
- 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](http://www.fridoids.co.uk)