

Store Manager Job Description

About Leaf & Grain

Leaf & Grain is a healthy, fast-casual restaurant focused on salads and grain bowls, located in downtown Houston. Our mission is to make it easier for people to eat healthy and to do so while having a good time. Plain and simple.

Job Overview

Store Managers are responsible for the daily operations of the store. They ensure that the customer experience, protocol adherence, store efficiency, product quality, and team culture all meet Leaf & Grain's high standards.

Job Responsibilities

1. Customer Service

- a. Maintaining positive customer experience
- b. Handling in-store customer complaints

2. Team Management

- . Maintaining a positive team culture and work environment
- a. Leading, motivating, and developing efficient store teams
- b. Addressing performance issues as they arise.
- c. Ensuring productivity in FOH/BOH
- d. Training and developing senior team members and team leads
- e. Assisting in development of store managers

3. Inventory Management

- . Receiving Orders
- a. Taking Inventory
- b. Managing par-levels during service
- c. Managing FIFO
- d. Maintaining cleanliness/organization in the restaurant, especially as it pertains to inventory

4. Sanitation

- . Ensuring L&G Food Safety standards are adhered to by all Team Members
- a. Leading by example for Food Safety
- b. Maintaining general restaurant cleanliness and organization with the help of the team

5. Communication

- . Communicating directly and regularly with the GM
- a. Communicating with the team

6. Operations

- . Ensuring smoothness of service
- a. Managing daily operations of the store, as well as Team dynamic
- b. Troubleshooting any issues that arise (equipment, staffing, in-store operations) and reporting issues to the General Manager as needed
- c. Maintaining product quality that meets L&G standard
- d. Online Order Management
 - i. Ensuring online orders are completed prior to "pickup time"
 - ii. Ensuring accuracy (bowl checking)

e. Labor Deployment

7. Miscellaneous

- . Supporting the GM wherever needed
- a. Helping out wherever needed to ensure restaurant operations are smooth and needs are met.

Skills/Requirements

1. Maintaining Food Manager Certification
2. Ability to manage multiple projects simultaneously in a fast-paced environment
3. Ability to solve problems
4. Ability to handle customer complaints in a professional manner (ability to stay cool under pressure and during conflict)
5. Must be organized, and possess a strong sense of urgency and professional demeanor
6. Must have a reliable transportation
7. Must be able to speak English and be authorized to work in the US

Physical Requirements

1. Ability to lift up to 50 pounds
2. Ability to stand and walk for long periods of time
3. Ability to move around: bending, squatting, chopping, etc.