



General Manager Job Description

Function:

General Manager is to execute the vision/mission of Pizza Ranch in their individual Pizza Ranch. Key responsibility areas include team performance, increased sales and profitability, and the recruiting, development, training, and retention of quality team members.

Primary Responsibilities:

To your Team

- Staff the Pizza Ranch with quality team members who are committed to high standards of performance and service.
- Utilize established methods for interviews using tools developed by the Home Office.
- Create an environment of continuous improvement, teamwork, and a commitment to doing things right.
- Oversee/direct the Pizza Ranch employee training program for all new/existing team members.
- Offer competitive wages and benefits to all team members.
- Conduct performance reviews on at least an annual basis.

To your Guests

- Respond to guest comments and criticism in a positive manner, viewing such as opportunities to build guest loyalty.
- Create an environment that consistently provides high levels of service to our guests.
- Create situations on a random basis that make our guests say ‘wow’.

To your Community

- Be heavily involved in the community. Examples include Chamber functions, School and Church activities, and various community events.

To your Store Owner

- Maintain Pizza Ranch standards of store level profitability and cost control.

To the Pizza Ranch Family

- Follow standard operating procedures to assist in providing chain-wide consistency which will further strengthen the Pizza Ranch Brand.
- Be an active participant in Regional Coop meetings and Chain wide annual meetings.

Minimum Qualifications

- Education: High School graduate or equivalent. Course work in restaurant management preferred.
- 2 plus years prior professional experience in restaurant management desired.
- Valid driver’s license.
- Excellent people management skills, communication, and listening skills. Must be flexible and adaptable to change.
- Must be internally motivated and have a passion for teaching others.
- Must be able to work a flexible schedule including days, nights, weekends, and holidays.