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**Sent:** Wednesday, January 27, 2016 1:50 PM

**Subject:** General Manager and Assistant Manager Positions for Veterans and Military Spouses

Please share this with your veterans, transitioning military personnel, reserve and guard personnel and military spouses. I have listed below the qualities and background that my client is looking for. Food service experience is not required. If the candidate can demonstrate that he or she meet the essential and preferred criteria, there is almost a 100% chance that they will get an interview as I will ensure the highest visibility of their resumes! I'm attaching the General Manager and Assistant Manager position descriptions.

My client has asked for my assistance to help them hire military veterans and military spouses for General Manager and Assistant Manager positions. They have restaurants in 46 states. Note: There are no locations in Alaska, Delaware, New Hampshire and Vermont.

They will provide relocation for General Managers if you would like to work in another location. As of this moment, these are the highest priority locations to fill. If you are interested in working at any of the first 24 locations, you will likely move to the head of the line. For those of you interested in other cities and other states, you've still have a great chance!

Albuquerque, NM  
Atlanta, GA  
Billings, MT  
Denver, Co  
Detroit, MI  
Fort Worth, TX  
Golden Ring, MD  
Houston, TX  
Inland Empire Area, CA  
Kearney, NE  
Los Angeles, CA  
Missoula, MT  
New Orleans, LA  
Oakland, CA  
Oklahoma City, OK  
Racine, WI  
Sacramento, CA  
Salt Lake City, UT  
San Francisco, CA  
Santa Barbara, CA  
Seattle, WA  
Springfield, IL  
St. Louis, MO  
Ventura, CA

I have some great information that I would like to share with all of you regarding what the ideal candidate should be. Please keep in mind that there are exceptions in some cases. If you have that experience, please document it on your resume and please send it to John Engstrom, Vice President, Talent Acquisition at [john.engstrom@fairwindsveteranrecruiting.com](mailto:john.engstrom@fairwindsveteranrecruiting.com).

Not Required: The ideal candidate will be a veteran or military spouse with some food service experience.

Preferred: If you are a veteran, he or she should have transitioned from the military within the past five years. Note: Please list branch of the military that you served in and the year that you left the military service.

Preferred: If you are a veteran, he or she should not have served more than 10 years in the military.

Essential: The ideal candidate will also be a culture fit, i.e. good communications skills, humility and being a continuous learner. Note: if you completed one degree and are starting another degree, list that on your resume.

Essential: They need to demonstrate that they have expanded their comfort zone, embraced change and recognized others for their contributions.

Essential: They also need to be familiar with the Seven Habits of Highly Effective People by Steven Covey.

Essential: They should have supervised 15 or more personnel in at least one job.

Essential: They must have customer service experience.

Essential: They must know the company (I will share the company name with candidates once I receive their resumes and they are qualified).

Essential: In summary, people skills and character account for about 85% of what my client is looking for. The remaining 15% is your technical expertise.

Additional Information:

If selected for either position, there is a 7 week paid training program in a store and one week of paid training at the corporate HQ.

If you are currently on active duty, please let me know when you will commence your transition leave. You can start your training while you are on transition leave.

Once I am convinced that your resumes are ready to go, I will forward them directly to my client along with my personal endorsement to ensure the highest visibility over your resume. You will not get this visibility by applying online.

Here are the job descriptions for General Manager and Assistant Manager:

**A. JOB TITLE: General Manager \$42-48K per year**

**Note: Might have to be initially hired as Assistant Manager (\$13.50 – \$16.50 per hour) and be trained and prepared for subsequent promotion to General Manager within 5 or more weeks.**

JOB DESCRIPTION:

Summary of Job Scope and Expectations:

The General Manager (GM) position is responsible for the successful operations of a single store,

with accountability for:

- Ensuring Workability, Intensity & Intensity
- Upholding high Operations standards and being the best
- Achieving store financial targets
- Being a Team Builder & Trusted Leader: Managing and directing the work of store associates
- Recruiting and hiring store associates
- Training, coaching, developing, and disciplining store associates
- Providing for the safety and security of guests and associates
- Building emotional connection with Guests through Food, Service & Ambiance
- Responding to guest and associate complaints and consulting with other company resources

as necessary

- Ensuring the delivery of exceptional guest experiences
- Promoting brand awareness
- Community Outreach

The GM manages a successful store in fulfillment of the client's 2020 vision.

Essential functions:

The essential functions in this job description are not all-inclusive of this job's duties and responsibilities. Reliable and dependable attendance is required.

Descriptions

People

- Management: Manages the day to day store operations and activities of store associates. Plans daily work activities and allocates work assignments among associates based on business needs. Analyzes store scheduling needs and schedules associates consistent with staffing needs.

- Culture: Lives and cultivates the client's Mission, Culture, and Values to ensure the client's 2020

vision is alive and in action.

- Recruitment: Recruits store associates to ensure store is well staffed. Manages staffing levels

by retaining quality performers and developing a pipeline of internal and external talent, including

potential successor to own position.

- People Development: Develops store associates and promotes teamwork. Assesses internal talent and creates performance plans (IDPs) for store associates. Identifies and develops

high potential associates for higher levels within the store or the Area.

- Training: Trains store associates on company policies and procedures and on Operations standards. Ensures store associates receive mindset and skill set training as well as personal development opportunities.

- Associate Relations/Work Safety: Promotes a safe and empowering environment for the client's Team to listen, appreciate and challenge each other. Seeks the assistance of the ACO/MUM

and HR on associate relations and work and food safety issues.

Guest

- Exceptional Guest Experience: Develops an exceptional guest experience at the store.

Continuously strives to enhance the guest experience in terms of food quality, guest experience, and ambience. Maintains a clean, safe, and sanitary store environment in compliance with Operations standards. Handles guest complaints. Brings food safety issues to the attention of MUM/ACO.

- Brand Awareness: Executes national and local marketing initiatives. Ensures effective implementation of new products according to company standards. Builds brand awareness in the community through involvement in community activities.

Financial

- Financial Results: Achieves store sales and profit goals and manages store overhead, cash, and other assets. Balances financial results with associate and guest experience, food quality, and safety.

- Planning: Identifies opportunities to improve store performance and implements action plans.

#### JOB REQUIREMENTS:

Education and Experience:

- High school diploma required; Associate's degree preferred
- Prior Operations and management experience preferred
- Must pass GO100 certification class
- Must pass Cooking Test annually for quality control assurance and training
- Must be flexible to move to a store within a radius of 50 miles from home and to work flexible schedule, including weekends

Food Safety:

- Serve Safe certified

#### KNOWLEDGE, SKILLS, AND ABILITIES:

- Embody and teach the client's Mission, Values, Culture, and Environment
- Thorough knowledge of all Operations policies, procedures and practices
- Thorough knowledge of recipes and cooking utensils; ability to perform all cooking activities
- Knowledge of how store relates to and impacts the client's Restaurant Group, Inc.
- Knowledge of trends affecting the food service industry and the competitive market
- Knowledge of labor law
- Complete understanding of financial measures and performance
- Strong leadership, financial analysis, and time management skills
- Strong people management, team building, communication, listening, training, and assessment skills
- Ability to perform FOH and BOH responsibilities
- Ability to train kitchen staff on all activities and teach food and work safety to store associates
- Ability to take inventory correctly
- Ability to perform small repair/maintenance of store equipment on occasion
- Ability to influence others and facilitate processes
- Ability to embrace change and pursue continuous learning

## COMPETENCIES:

In addition to Competencies for Operations Associates, the following are the client's Mindset and Leadership Behaviors for GM (Core People Development Competencies indicated in **bold**):

- **Developing Direct Reports and Others**
- **Listening**
- **Motivating and Inspiring Others**
- **Caring about Direct Reports and Others**
- Hiring and Staffing

## SUCCESS MEASURES:

- Contribute to building and sustaining the client's Mission and Culture
- Effectively manage store operations and associates based on:
  - ♣ Meeting store revenue and profitability goals
  - ♣ Meeting store staffing requirements and managing turnover
  - ♣ Minimizing associate relations and work safety issues in collaboration with

## ACO/MUM/HR:

- Ensure successful implementation of local and national marketing initiatives
- Ensure delivery of exceptional guest experience as reflected in guest surveys and other input
- Consistently earn positive feedback from store associates, guests, and Operations leaders

## CAREER PROGRESSION:

The following job titles or job categories are examples of potential career opportunities and are

not intended as a guarantee of promotion. These career paths can change at any time.

- Training Leader
- Support Center position

## WORK ENVIRONMENT:

### Store Conditions:

- Counter areas often hot with steam from steam table and food vapors
- Hot kitchens with high noise levels
- Limited work space depending on location

### Physical Requirements:

- Remains standing for long periods of time
- Reaches across counter tops measured at 36 inches
- Occasionally reaches high storage shelving with the use of step ladder
- Performs repetitive tasks
- Cross training may include use of Chinese cook knife, wok, and other restaurant equipment
- Works efficiently in a fast paced environment with hot and cold foods

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Vice President, Talent Acquisition  
Fair Winds Recruiting  
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**B. JOB TITLE: Assistant Manager \$13.50 – 16.50 per hour depending upon location**

**JOB DESCRIPTION:**

**Summary of Job Scope and Expectations:**

The Assistant Manager (AM) is responsible for the successful day-to-day performance of the store under the guidance of the General Manager, with accountability for:

- Ensuring Workability, Intensity & Integrity
- Training store associates on FOH and BOH duties and on food and work safety
- Delivering exceptional guest experience
- Achieving store financial targets
- Performing FOH and BOH duties as required
- Performing all GM responsibilities in the absence of the GM

The AM assists the GM in the successful operation of a single store in fulfillment of the client's 2020 vision.

**Essential functions:**

The essential functions in this job description are not all-inclusive of this job's duties and responsibilities. Reliable and dependable attendance is required.

**Descriptions**

**People**

- Culture: Lives and cultivates the client's Mission, Culture, and Values to ensure the client's 2020

vision is alive and in action.

- Recruitment: Assists GM with recruiting store associates to ensure store is well staffed.
- Training: Trains store associates on company policies and procedures and on Operations standards, including FOH and BOH duties. May develop associates to higher levels for future career progression and identify own successor.

- Operations: Uphold high Operation Standards and being the Best. Under the guidance of the GM, oversees the day-to-day performance of FOH and BOH associates. Assigns

responsibilities

to store associates to ensure a smooth operation. Controls food waste by having smaller batches of food cooked during slow periods and closing time. In the absence of the GM, performs all GM responsibilities.

- Associate Relations/Work Safety: Promotes a safe and empowering environment for the client's Team to listen, appreciate and challenge each other. Proposes ways to improve processes and

brings associate relations and work and food safety issues to the attention of the GM. In the

absence of the GM, handles disciplinary actions and performance management.

#### Guest

- Exceptional Guest Experience: Builds emotional connection with Guests through Food, Service & Ambiance. Assists GM in delivering an exceptional guest experience at the store, performing both Front and Back of House duties as needed. Continuously strives to enhance the guest experience in terms of food quality, guest experience, and ambience. Maintains a clean, safe, and sanitary store environment in compliance with Operations standards. Handles guest complaints. Brings food safety issues to the attention of the GM.

- Brand Awareness: Assists GM in executing national and local marketing initiatives to enhance brand awareness. Ensures effective implementation of new products according to company standards. Monitors food quality for recipe compliance and ensures dishes meet standards.

#### Financial

- Financial Results: Shares responsibility with GM for achieving store financial results. Ensures cash handling procedures are followed and labor and food costs are within budget.
- Administration: Assists GM in completion of financial and inventory reports and other administrative duties as requested. Performs cash register opening and closing procedures.

#### JOB REQUIREMENTS:

##### Education and Experience:

- High school diploma required; Associate's degree preferred
- Minimum one to two years of Operations experience
- Must pass Cooking Test annually
- Must be flexible to move to a store within a radius of 50 miles from home and to work flexible schedule, including weekends

##### Food Safety:

- Serve Safe certified

#### KNOWLEDGE, SKILLS, AND ABILITIES:

- Embody and teach the client's Mission, Values, Culture, and Environment
- Thorough knowledge of all Operations policies, procedures and practices
- Thorough knowledge of recipes and cooking utensils; ability to perform all cooking activities
- Knowledge of trends affecting the food service industry and the competitive market
- Knowledge of labor law
- Understanding of financial measures and performance
- Leadership, financial analysis, and time management skills
- Strong people, communication, listening, training, and assessment skills
- Ability to perform FOH and BOH responsibilities
- Ability to train kitchen staff on all activities and teach food safety to store associates
- Ability to take inventory correctly
- Ability to perform small repair/maintenance of store equipment
- Ability to influence others and facilitate processes
- Be a Team Builder by being a Trusted Leader
- Be a champion in Community Outreach
- Ability to embrace change and pursue continuous learning

## COMPETENCIES:

In addition to Competencies for Operations Associates, the following are the client's Mindset and Leadership Behaviors for AM (Core People Development Competencies indicated in **bold**):

- **Developing Direct Reports and Others**
- **Listening**
- **Motivating and Inspiring Others**
- **Caring about Direct Reports and Others**
- Hiring and Staffing

## SUCCESS MEASURES:

- Contribute to building and sustaining the client's Mission and Culture
- Contribute to meeting store revenue and profitability goals
- Help meet store staffing requirements and manage turnover of store associates by assisting with recruitment and successfully providing day-to-day supervision
- Assist GM in delivering exceptional guest experience as reflected in guest surveys and other input
- Assist GM in successful implementation of local and national marketing initiatives
- Consistently earn positive feedback from store associates, guests, and Operations Leader

## CAREER PROGRESSION:

The following job titles or job categories are examples of potential career opportunities and are

not intended as a guarantee of promotion. These career paths can change at any time.

- GMIT/GM

## WORK ENVIRONMENT:

### Store Conditions:

- Counter areas often hot with steam from steam table and food vapors
- Hot kitchens with high noise levels
- Limited work space depending on location

### Physical Requirements:

- Remains standing for long periods of time
- Reaches across counter tops measured at 36 inches
- Occasionally reaches high storage shelving with use of step ladder
- Performs repetitive tasks
- Cross training may include use of Chinese cook knife, wok, and other restaurant equipment
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