



## JOB DESCRIPTION

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Job Title : Restaurant Manager  
Immediate Supervisor : President / Director of Food & Beverage Operations  
Job Code : JD-OP01

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We are currently operating several Hooters restaurants in Thailand with plans to open several more throughout Asia (Thailand, Singapore, Taiwan, Philippines, Hong Kong, Cambodia, Indonesia, Malaysia and Vietnam).

As we are rapidly expanding the Hooters brand in Asia, we are looking for strong candidates that are ready for an exciting challenge and a great career development opportunity.

### GENERAL DUTIES:

Plans, directs, and manages various areas of responsibility within the operation; specifically Hospitality, Safety, Cleanliness, Kitchen and Bar. Assures operation runs efficiently and according to company policy and standards. Ensures vendors and suppliers are properly compensated and are meeting the needs of the business. Accountable for hiring, orientation, training, and development of restaurant employees. Manages performance of all employees to ensure they are successful in their individual roles. Responsible for general business administration to include payroll, human resources, marketing and financial reporting. Promotes the business, builds sales, increases profits, ensure guest satisfaction, and brand integrity. The General Manager embraces the company's core values: Show You Care, Elevate the Spirit, Respect Everyone, Values Feedback, and Exceeds Expectations.

### ACCOUNTABILITIES:

#### People

- Performance Management
- Hiring & Retaining Talent
- Leadership & Coaching
- Training & Development

#### Customer

- Guest Service & Atmosphere
- Guest Satisfaction
- Food & Beverage Quality
- Menu & Product Launches

#### Financials

- Deliver Results
- Planning & Execution
- Inventory Control/P&L

#### Standards

- Responsible Alcohol Service
- Food Safety/Sanitation
- Hooters Girl Image
- Facility Maintenance & Cleanliness
- Safety & Security



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### KNOWLEDGE, SKILLS, ABILITIES:

- Basic knowledge in Microsoft Word and Excel
- General knowledge in full service restaurant operations/ hospitality industry
- Strong organization and planning skills
- Strong operational skills in a customer-service & hospitality environment
- Strong coaching skills
- Intermediate mathematical computations skills
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to build relationships at all levels
- Ability to handle confidential and sensitive information
- Ability to manage changing priorities

### QUALIFICATIONS:

- High School Diploma/GED
- Full Service Restaurant Exp. in a complex, fast-paced environment
- Successfully Completed Hooters Management Development Program

### RESPONSIBILITIES:

- Scheduling & Staffing
- Proper Cash Handling
- Team Building
- Internal Standards Audits
- Manage Vendor Relationships
- To Go Service & Catering
- Local Store/Grassroots Marketing

### CORE COMPETENCIES:

- **Team Player** - Develops a positive, respectful, productive and professional work environment through positive connections with others and treats all associates and vendors with respect and dignity
- **Talent Coach** - Continuously develops the competencies of both self and others; identifies needs for top talent while managing root cause for underperforming employees
- **Customer Focus** - Delivers legendary service that meets and exceeds all customers' expectations and leverages the voice of the customer to consistently improve service, standards, cleanliness, quality, and friendliness
- **Results Driven** - Consistently meets and exceeds goals, exhibits professional courage and innovation to drive the business forward
- **Business Acumen** - Creates and communicates a persuasive vision, competitive winning strategies, and ensures store and individual goals are aligned with company goals