



## Position Description

### GENERAL MANAGER

Reports to: Owner

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Located in Auburn, AL, a charming college town and home to Auburn University, Lucy's is a modern American neighborhood eatery offering seasonal contemporary fare. Lucy's menu is filled with locally sourced food that is made from the heart and served from the heart. We are shared plates, award-winning cocktails and a killer wine list with wine on tap. Lucy's radiates good vibes only!

We were recently awarded "Emerging Small Business of the Year" in the State of Alabama by The Chamber of Commerce Association of Alabama and the Business Council of Alabama. Additionally, our Head Barman was recently awarded Best Bartender in the State of Alabama through a rigorous competition sponsored by Old Forester.

We are searching for a committed, proactive General Manager who would enjoy working in an exciting, fast-paced environment that is dedicated to ongoing excellence. This is an excellent opportunity to be a part of an organization that believes our team members are our most important asset. We take great pride in selecting individuals that will help us to achieve our mission of being one of the most well-known restaurants in the South.

#### Auburn, Alabama

Enjoy the lifestyle of a charming college town, home to Auburn University, ranked in MONEY's "Top 100 Best Places to Live", with short commutes, no traffic, high-ranking public schools and exciting growth!

#### Primary Functions:

Responsible for managing daily operations of LUCY'S restaurant. Coordinate the planning, organizing, training, and leadership necessary to achieve stated objectives in sales, costs, employee retention, superior guest service satisfaction, food quality, cleanliness, and sanitation. Responsible for the selection, development, and performance management of employees.

The General Manager will promote and grow the business, oversee hiring and training staff, and ensure that patrons are receiving excellent drinks, food, and service. You will be responsible for the financial side of the business including forecasting, budgeting and payroll as well as manage inventory and resources. You will also plan promotional events, ensure that quality and safety controls are followed, maintain current licenses and update vendor contracts, create schedules, and set business objectives to increase profits and maximize customer satisfaction. You should also be able to work with diverse personalities and diffuse tense situations.

In order to succeed as General Manager, you should be observant and have the ability to think critically and efficiently. You should be a skilled communicator with excellent problem solving, observation, and interpersonal skills. Additionally, you should be able to be a bit tech savvy in order to operate our various software programs.

In addition, we look for the demonstration of the following key attributes:

- Positivity
- Attention to Detail
- Excellent Organizational Skills
- Exceptional Work Ethic
- Timeliness & Dependability
- Guest Centricity
- Adaptability
- Ability to Work as Part of a Team



Specific Responsibilities:

- Achieve company objectives in sales, service, quality, appearance of restaurant, sanitation, and cleanliness through training of employees and creating a positive and productive work environment while leading by example.
- Promote and embody Lucy's House Rules and Family Values.
- Ensure that all guests feel welcome and are responded to in a courteous, timely, and friendly manner in order to build relationships and create regulars.
- Respond efficiently to customer complaints taking any and all appropriate actions to turn a dissatisfied guest into a return guest.
- Fill in where needed to ensure guest service standards and efficient operations.
- Format, update, and print Menu changes on all mediums (print, web, facebook, google)
- Continually strive to develop employees by providing ongoing feedback, establishing expectations, creating clear training procedures, and educating the staff.
- Conduct weekly meetings with leadership to review budgets, reports from prior week, discuss agenda and expectations for coming week.
- Make employment and termination decisions including interviewing hiring, evaluating, and disciplining FOH staff as necessary in conjunction with the hiring coordinator and Talent Plus.
- Provide orientation of company rules, policies and procedures, and oversee training of new FOH employees.
- Coordinate and execute catering and private dining parties in conjunction with the Special Events Coordinator
- Keep all social media channels and website up to date. Respond to all reviews within 24 hours.
- Coordinate between FOH and BOH to ensure smooth and efficient implementation of food and beverage changes, operations updates, service needs, and staff training.
- Oversee the bar manager ensuring the preparation and presentation of beverages meets Lucy's standards, maintain inventory levels and conduct mid and end of month inventory
- Bridge the line between the vendors and sommelier by keeping up to date on current vintages, availability, and guest feedback
- Prepare all required paperwork, including daily reports and schedules in an organized and timely manner.
- Schedule labor as required according to projected sales and needs to ensure labor cost objectives are met.
- Oversee that all food items are consistently prepared to the highest quality and served according to the restaurant's recipes, portioning, cooking, plating, and service standards.
- Responsible for ensuring all invoices and payroll related items, i.e. new employee entry, rates of pay, employee changes, and time adjustments, are completed accurately and submitted on time.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures.
- Ensure that all products are received in correct unit count, condition, and in compliance with health code in conjunctions with the chefs.
- Ensure that all equipment is kept in excellent working condition through personal inspection and by following preventative maintenance measures.
- Be knowledgeable of restaurant policies set forth in handbook regarding employees and administer prompt, fair, and consistent corrective action for any and all violations of company policies, rules, and procedures.
- Ensure a safe working and guest environment to reduce risk of injury and accidents.
- Complete accident reports promptly in the event that a guest or employee is injured.
- Ensure that proper security procedures are followed to protect employees, guests, and company assets.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety, and labor requirements. Responsible for keeping any necessary licenses up to date.
- Keep the Owner promptly and fully informed of all issues both negative and positive.
- Strive to meet all goals set forth by the Owner as quickly and thoroughly as possible.



#### General Manager Requirements:

- College Diploma
- Restaurant or management experience or more education is generally preferred.
- Have experience and knowledge of food service industry.
- Strong understanding of business management and accounting principles.
- Must be self-disciplined, with a strong leadership ability
- Strong organizational skills
- Strong analytical/decision making skills
- Communicate clearly and effectively with leadership, employees and guests
- Excellent computer, problem-solving, and customer service skills.
- Exceptional communication and interpersonal skills.
- Ability to diffuse tense situations and resolve conflicts.
- Willingness to work during peak hours, including nights, weekends, and holidays.
- Effectively delegate responsibilities and maximize resources.
- Decisiveness
- Ability to motivate employees to work as a team to ensure that food and service meet Lucy's standards
- Ability to multi-task and work quickly and efficiently
- Work well under pressure
- Able to work flexible hours, weekends, and holidays
- Punctual
- Ability to walk, stand, and occasionally carry heavy items in a fast-paced, stressful environment.

#### BENEFITS

- Health, Dental, and Vision Insurance
- Life Insurance
- 401K
- Flexible Spending Account

\*Waiting period required for all new employees / waiting period varies by benefit



# *Lucy's* FAMILY VALUES

At Lucy's we are built on trust, honesty, and integrity and are passionate to our core. We share a love of serving others from the heart and strive to cultivate a warm, welcoming atmosphere for all. We create rich and memorable experiences by focusing on building lasting relationships with guests, employees, and our community. We cultivate dreams and have fun in the process. We love creativity and especially Love One Another (John 13:34). We have high standards of excellence and believe that teamwork is crucial to our success. We are committed to our "House Rules" and live by our motto:

*good  
vibes*  
—  
ONLY  
—

# Lucy's HOUSE RULES

**DELIVER FLAWLESS SERVICE & PRODUCT**

**RESIST NEGATIVITY**

THINK "POO" (POSITIVE. OUTCOMES. ONLY.)

Love our guests and one another

**CELEBRATE SUCCESS**

**▶ BE HAPPY  
HELPFUL  
& KIND**

create a connection

If you wouldn't serve it to your mama...

**ASK FOR HELP**

**RESPECT PRIVACY**

**KNOW YOUR STUFF**

Offer warm welcomes & fond farewells

→ SAFETY FIRST: ←

**"PROTECT THIS HOUSE"**

Own Your Actions

**BE FRESH AND FLIRTY NOT FOUL & DIRTY**

**BE TRUE TO YOUR WORD**

**MIND YOUR MANNERS**

**MAKE IT RIGHT**

**ONE TEAM ONE DREAM**

If you mess it up clean it up

▶ IF YOU'RE EARLY YOU'RE ON TIME, ◀

IF YOU'RE ON TIME YOU'RE LATE

**SMILE OFTEN**

**KEEP IT FUN**

Possess a Sense of Urgency

create **WOW** moments

**Embrace Individuality**

**ANTICIPATE NEEDS & EXCEED EXPECTATIONS**

**Consistency is Key**

**PRACTICE GRATITUDE**