



Assistant General Manager (Assistant General Manager)
(Rte 9) 1298 Worcester Street, Natick, MA

Zaftigs is looking for a reliable Assistant General Manager in Natick to ensure all daily activities run smoothly and efficiently. To be successful in this role, you should be familiar with restaurant operations and have a good understanding of exceptional customer service.

The Assistant General Manager helps oversee, direct, and coordinate restaurant staff's planning, organizing, training, scheduling, and leadership. The goal is to achieve stated objectives in sales, costs, employee retention, catering, guest service and satisfaction, food quality, cleanliness, and sanitation.

The Assistant General Manager will open and close the restaurant, supervising daily shifts and coordinating daily front- and back-of-house restaurant operations. Reports to the General Manager.

This position requires a valid Driver's License, fully vaccinated for Covid 19, a minimum of two (2) years of restaurant experience (preferably in management), a positive attitude, strong leadership skills with the capacity for development, good math and reporting skills and knowledge of restaurant policies regarding personnel and weekend availability. Weekend and Holiday availability is required.

Certifications: current Servesafe and TIPS certifications, Allergen Awareness, and Choke Save training. Please note: If you don't have these certifications, Zaftigs management will assist you in obtaining them but are required to do so within the first 3 months of employment.

Schedule: Natick Assistant General Manager will have two consecutive days off each week on Sunday and Monday.

Natick Zaftigs is open Sunday 9am-6pm, Monday & Tuesday 9am-3pm, Wednesday-Saturday 9am-7pm. Closing managers typically are closed out by 8:30 pm on the "late" nights.

The ideal candidate will:

~Ensure all guests feel welcome and are given responsive, friendly, and courteous service at all times.

~Fully understand and comply with all federal, state, county, and municipal regulations that pertain to the health, safety, and labor requirements of the restaurant, employees, and guests.

~Be experienced with cash handling and reconciliation procedures in accordance with restaurant policies and procedures. Accurately compile and balance cash receipts at the day's or shift's end.

~Prepare all required paperwork, including forms, reports, and schedules, in an organized and timely manner.

~Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, evaluate workers and work procedures to ensure quality standards and service.

~Provide employee orientation and training, and conduct supervisory activities, such as creating work schedules or organizing employee time sheets

~Assign duties, responsibilities, and workstations to employees in accordance with work requirements.

~Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.

~Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.

~Arrange for equipment maintenance and repairs and coordinate a variety of services, such as waste removal and pest control.

Proficiency in

Point-of-sale terminals and workstations

Point-of-sale software (Micros)

Email and Software (Google Suite)

Salary \$48,000-\$55,000 based on experience

Contact: Amy, amy@zaftigs.com