



**TITLE OF JOB: Area Director of Operations**

**LOCATION: South Florida**

**POSTED: May 2018**

**SUMMARY:**

Oversee area operations for an exciting, high volume restaurant brand. Responsible for strategically managing a large-scale business in a collaborative Joint Venture environment, ensuring overall guest and Staff Member satisfaction while achieving revenue and operational goals and results.

**RESPONSIBILITIES:**

- Leads the strategic development of the area and ensures all facets of day-to-day operations to include financial, forecasting, recruiting, entertainment, sales and marketing to ensure positive performance to budget and standards.
- Develops strategic and tactical plans to support all areas of the business, including marketing, HR, training, operations, health and safety, and facilities.
- Coaches Managers and Staff Members on how to anticipate, identify, and resolve issues that impact the guest experience including operational excellence, maintenance and facilities.
- Coaches Managers on forecasting and attaining proper staffing levels.
- Possesses knowledge of Worker's Compensation and General Liability processes and advises venue Managers of appropriate actions.
- Conducts quarterly audits of systems and processes within venues to ensure accurate compliance standards.
- Provides assistance and coaching on all administrative processes within venue.
- Ensures the quality of all food & beverage facilities throughout the area by coordinating with vendors and supporting others in overseeing the repair or maintenance of the building, landscape, parking lot, equipment, seating and technology; Monitors facilities plans and secures approvals as needed.
- Accountable for the development, performance coaching, and timely completion of all annual salaried reviews.
- Ensures accuracy of daily/weekly reporting of Staff Member's labor hours.
- Visits venues regularly to ensure that all aspects of the business meet the established standard guidelines.
- Ability to perform all positions and processes within the front of house and back of house.
- Develops leadership skills in managers; coaches managers on how to assess and identify potential in others.
- Assesses operations, leadership, team cohesion, and performance; observes individual and team performance and conducts regular staff quality circle meetings.
- Motivates managers to improve performance; coaches MIT's, Department Heads, and Restaurant Managers on motivating Staff Members.
- Delivers positive and constructive performance feedback to managers; takes appropriate progressive disciplinary action when managers are not meeting performance standards.
- Follows up on Staff Member relations issues; conducts investigations as appropriate.
- Establishes plans, communicates strategy, and measures specific financial goals to achieve sustained increases in restaurant sales and profitability.
- Monitors performance metrics to identify emerging trends and areas of opportunity.
- Strategically plans staffing needs for venue; ensures the acquisition and maintenance of a top-quality management team within the area by recruiting top-quality candidates.
- Reviews sales/guest count forecasts based on historical and current trends.
- Ensures accurate completion of Staff Member schedules in accordance with forecasted business volume.
- Maintains high-level of knowledge regarding the company's products and happenings and communicates properly to guests; establishes rapport with all guests through name recognition.
- Adheres to responsible alcohol service established by company policy.
- Understands and utilizes all safety and sanitation practices as defined in the safety program and reports any accidents to management. During state or national emergency situations, managers are responsible for the continued operations of the venue. The venue must remain open in less otherwise instructed by Home Office Management or the local authorities.



#### REQUIREMENTS:

- 7+ years of experience in restaurant management; multi-unit operations and Airport Restaurant operations preferred.
- Excellent written and verbal communication skills.
- Ability to interact professionally with other departments and outside contacts.
- Ability to complete a heavy workload and handle multiple tasks in a fast-paced environment with minimal supervision.
- Excellent judgment and decision-making abilities.
- Bilingual language in English and Spanish is preferred.
- This position will have limited travel up to 20% of the time.

#### EDUCATION:

- Bachelor's degree from a four-year college or university required in Business or Hospitality Management.

#### SALARY & BENEFITS:

**Competitive salary and bonus offered.**

#### FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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