

RAMS HEAD

General Manager

The Rams Head Group is seeking an energetic, professional leader for the position of General Manager. This position is responsible for the managing the daily operations of our restaurant, including the selection, development and performance management of all managers and employees. In addition, the General Manager will oversee the inventory, ordering & general accounting of all F&B products and general restaurant supplies. The General Manager is responsible for the financial performance of the restaurant by raising and maximizing sales through passionate customer service.

ROLES AND RESPONSIBILITIES

- Follows, represents and sets the example for all company policies, procedures and standards, while making sure they are being adhered to
- Ensuring consistent high standards for the restaurant, in all areas
- Build great management & employee teams
- Ensures facility is clean and free of maintenance issues while ensuring proper sanitation practices
- Monitor restaurant performance and develops corrective action plans when problem areas are identified
- Ensure corrective action plans are implemented in a timely manner and in such a way as to promote long term solutions
- Manage shifts which include: Daily decision making, scheduling, planning, product quality and cleanliness
- Investigates and resolves food quality and service complaints. Ensures complete guest satisfaction
- Direct hiring, supervision, development and, when necessary, termination of employees
- Conducts new employee orientations, explaining Rams Head philosophies, and overseeing training of new employees
- Provide strong presence in local community and a high level of community involvement by restaurant and personnel.
- Ensures that management is in compliance with all applicable federal, state and local laws, codes and regulations.
- Help to grow and protect the Rams Head brand

SKILLS

- Outgoing person acting as an ambassador of company values, mission and image at all times
- Self Starter, resourceful, innovative and forward thinker
- Pleasant, polite manner and a neat and clean appearance
- Ability to motivate employees to work as a team to ensure that food and service meet appropriate standards
- Ability to prioritize and manage multiple tasks on deadline and with an appropriate sense of urgency
- Organized with excellent attention to detail
- Self-driven, requiring minimal supervision
- Demonstrate good listening, excellent verbal and writing skills
- Demonstrate logical analysis and problem solving skills

QUALIFICATIONS

- Minimum of 3 years operational experience as a General Manager in a high volume environment, preferred
- Prior experience in the restaurant industry, a must
- Ability to speak, read and write in Spanish at an intermediate level, a plus
- High school diploma or GED is required
- College degree is preferred in business, hospitality or culinary field
- Applicable knowledge of Microsoft Office, Excel and POS Systems

About Rams Head Group:

Rams Head Group is a family owned & operated, Annapolis-based restaurant and entertainment company. Established in 1989, Rams Head believes in Food, Fun & Beer while giving back to the community in which it serves.

Rams Head Group currently owns and operates four restaurant locations in the region: Rams Head Tavern in Annapolis, MD; Rams Head Roadhouse in Crownsville, MD; Rams Head Shore House in Stevensville, MD and Rams Head Dockside in Glen Burnie, MD. The Rams Head Group has also expanded to Key West, FL where they own and operate Rams Head Southernmost.

Promoting more than 700 concerts per year, Rams Head operates three national entertainment venues: Rams Head On Stage in Annapolis, Maryland; Key West Theater and Key West Amphitheater in Key West, FL.