

Job Title: General Manager (Pizza + Patio)

Location: City Barrel Pizza + Patio, Kansas City, Missouri **Reports To:** Restaurant Operations Manager / Ownership **Direct Reports:** Kitchen Manager, FOH Shift Leads, Bar Manager, Catering/Delivery Staff **Job Type:** Full-time, Exempt (Expected ~50 hours/week)

CITY BARREL CORE VALUES

- **Beer is fun!** Foster the community to be friendly and welcoming.
- **Own it!** Celebrate successes and recognize failures.
- **Be excellent to each other.** Be respectful, be understanding, and be kind.
- **Excellence is achievable.** Do your best, next time, do it better.
- **Collaborate!** We're best when we work together.

JOB SUMMARY: Bring the Party & Grow the Business!

City Barrel Pizza + Patio is looking for a **General Manager** who doesn't just run a restaurant—they run the ultimate daily party! We need a high-energy leader with Event Management experience to serve as our front-facing ambassador and Head of Hospitality.

As the GM, your role is threefold. First, you will ensure every FOH shift runs smoothly, transitions seamlessly, and delivers an electric atmosphere. Second, you will spearhead our Catering + Delivery department, utilizing your entrepreneurial drive to build robust outside sales. Finally, you will provide strategic oversight of the entire restaurant, partnering closely with our Kitchen Manager to ensure culinary excellence, strict financial profitability, and a cohesive "One Team" environment across the FOH and BOH.

DETAILED JOB RESPONSIBILITIES & EXPECTATIONS

I. Front of House Operations & Guest Experience

- **Head of Hospitality:** Act as the front-facing ambassador of City Barrel Pizza + Patio. Treat every service period like a well-planned event, ensuring a positive public image and an electric atmosphere.
- **Shift Execution & Floor Management:** Actively manage and direct daily restaurant floor operations. Serve as the hands-on leader to facilitate staff services, answer questions, and direct the flow of service.
- **Volume Management:** Maintain a highly visible presence on the floor, especially during the critical peak volume window (e.g., 4:00 PM – 7:30 PM), troubleshooting bottlenecks and jumping into the trenches to support the team.
- **Dining Room Flow:** Oversee the host stand, monitor wait times, and strategically pace seating to ensure the kitchen is not overwhelmed.

- **Ambiance Control:** Ensure the restaurant's ambiance (music volume, lighting, temperature, cleanliness) is perfectly dialed in before the doors open and adjusted dynamically throughout the shift.
- **Guest Retention:** Perform consistent "table touches" to ensure guest satisfaction, soliciting feedback, and building relationships with regulars. Transform service from *transactional* to *transformational* by training the team to guide guests through a curated, memorable experience.
- **Issue Resolution:** Handle all guest complaints with empathy and professionalism ("Own it!"), aiming for positive guest feedback and improved customer satisfaction scores.
- **Administrative Shift Duties:** Execute operational tasks including server check-outs, cash drawer management, safe counts, labor cuts, and writing detailed daily shift notes.

II. Staff Management, Communication & Training

- **Team Organization & Communication:** Act as the primary conduit of information. Improve communication across the board between Ownership, BOH, and FOH staff. Drive positive team morale, engagement, and a culture of accountability.
- **Leadership Development:** Directly manage and mentor the FOH leadership team (1 Shift Lead, 1 Bar Manager, 1 Part-Time Assistant FOH Manager).
- **Meeting Management:** Organize and run engaging, daily pre-shift meetings to align the FOH team on daily specials, 86'd items, VIP reservations, and operational goals.
- **Management Meetings:** Lead weekly/bi-weekly tactical meetings with Shift Leads, the Bar Manager, and the Kitchen Manager to review performance, delegate tasks, and strategize for upcoming events.
- **Coaching Style:** Lead by example and empower the team. Consistently communicate the "WHY" behind instructions rather than just giving directives. Support the staff by removing operational roadblocks and prioritizing their ability to execute their jobs effectively. Proactively address and coach Team Members who are falling short of expectations or company values, executing progressive discipline when necessary.
- **Training Execution:** Lead training initiatives to continuously elevate service standards. Hold mandatory 30-day, 45-day, and 60-day check-ins with all new FOH hires to ensure expectations are being met.
- **Systems Training:** Champion extensive POS training, ensuring all staff are thoroughly trained on the Toast POS system.
- **Certifications:** Ensure you and your leadership team obtain the 5-year ServSafe Manager Certification. Register through the Missouri Restaurant Association (use code "Education" for the \$75 discounted rate). Manage scheduling to ensure adequate floor coverage while managers attend classes.

III. Catering, Delivery & Sales Outreach

- **Department Ownership:** Take ownership of planning, launching, and managing City Barrel's dedicated catering and large-order delivery services.
- **Target Market Strategies:**

- **Corporate Meetings (Recurring Revenue):** Target office managers and pharmaceutical reps. Utilize strategic sample drop-offs (e.g., delivering fresh pizzas to local medical offices prior to the lunch hour with catering menus).
- **Neighborhood Associations & Picnics (Volume Events):** Reach out to local HOA board members or property management companies in the spring and early summer.
- **Weddings (High-Ticket Events):** Network directly with local wedding planners and venue coordinators to become a preferred late-night snack vendor for receptions.
- **School Delivery Program:** Contact local schools/PTA groups to offer exclusive packages at competitive rates.
- **General Outreach:** Supplement targeted strategies with general neighborhood visits (Fire Stations, Waldo Area Business Association Meetings, local businesses).
- **Sales Tracking & Reporting:** Create a Tracker on Google Drive within the first 45 days to document all outreach interactions. Track all catering and large delivery orders throughout the month and provide a comprehensive sales report to Ownership at the end of every month for commission calculation.
- **Operational Logistics:** Review current internal Banquet Event Orders (BEOs) or Catering Sheets with the Kitchen Manager. Ensure to-go and catering packing standards are strictly followed. Follow up with catering clients 24-48 hours post-event via Triple Seat.

IV. Kitchen Oversight & General Administration

- **BOH/FOH Synergy:** Work hand-in-hand with the Kitchen Manager (KM) to ensure BOH operations run efficiently. Foster effective collaboration between the FOH and Kitchen teams to ensure seamless operations and avoid "us vs. them" mentalities.
- **Financial Performance:** Manage the overall restaurant labor budget. Actively monitor daily labor reports to ensure FOH labor runs efficiently and BOH meets its 16.5% labor target.
- **COGS Management:** Review monthly inventory and the COGS Tracker with the KM to ensure the kitchen meets its 23% Food Cost goal.
- **Compliance & Safety:** Provide high-level oversight on safety and sanitation, ensuring the entire facility is spotless. Review and ensure BOH logs are completed weekly (Temp Logs, Waste Logs, Dough Count Sheets).
- **HR Administration:** Manage the hiring, interviewing, and onboarding process for all FOH staff.

QUALIFICATIONS

- **Experience:** 3+ years of restaurant management experience, preferably as a General Manager, AGM, or high-level FOH Manager in a high-volume, full-service environment.
- **Sales & Events:** Proven experience in Event Management, Catering Sales, or B2B community outreach is highly preferred.

- **Financial Acumen:** Strong understanding of restaurant financials, with the ability to analyze COGS, manage labor budgets, and navigate P&L statements.
- **Certifications:** ServSafe Manager certification required (or must obtain within 30 days of hire). Must hold a valid KCMO Food Handlers Card, TIPS/SMART certification, and KCMO Server Liquor License.
- **Skills:** Entrepreneurial drive, excellent communication, strong problem-solving abilities, and a proven track record of motivating and managing a diverse team.

PHYSICAL DEMANDS

- Ability to stand and walk for extended periods (8-10 hour shifts).
- Bending, twisting, reaching, pushing, pulling, and performing repetitive motions.
- Lifting up to 50 pounds to the waist without assistance, 30 pounds above the head.
- **Full-time expectation is approximately 50 hours per week.** Flexible hours are mandatory, including days, nights, weekends, and holidays as the business requires.

COMPENSATION

- **Base Salary:** \$50,000 - 60,000 annually.
- **Pizza Catering Commission (Tiered & Retroactive):** To incentivize the expansion of our catering program, you will earn a monthly commission based on total catering sales. This commission is paid retroactively based on where you finish the month (e.g., if you sell \$6,000 in catering, you earn 7% on the *entire* \$6,000, for a \$420 bonus).
 - **\$1 to \$2,500/mo (Tier 1: Base Growth) = 3%:** Achieved by establishing foundational catering operations, typically covering the first 5 to 8 orders per month.
 - **\$2,501 to \$5,000/mo (Tier 2: Sustained Expansion) = 5%:** Achieved by securing recurring business, such as weekly corporate meetings, and actively converting community organization outreach into sales.
 - **\$5,001+/mo (Tier 3: High-Volume Production) = 7%:** Achieved by consistently booking and executing large-scale, high-ticket events, including weddings and major corporate gatherings.

Employee Signature

Date