



## DETAILED JOB SUMMARY

### Extended Brands Store Manager

<b>DEPARTMENT</b>	Operations
<b>REPORTS TO</b>	Operations Department
<b>LOCATION</b>	Assigned Store
<b>FLSA STATUS</b>	NON-EXEMPT
<b>SHIFT WORKED</b>	Monday through Sunday, Days and Nights
<b>SALARY</b>	\$16-\$20 per hour

#### POSITION OVERVIEW

Manages the operation of the store and its financials. Ensures company standards are met and great guest service is provided. Ensures that all daily, weekly, period, and annual tasks are accomplished, and goals are met. Assists in the development of the brand through continuous improvement. Upholds and executes the vision and mission of Yogurtland Brands and assists others in doing the same.

#### CULTURAL QUALIFICATIONS

- **THTK: Totally Honest - Totally Kind** - We work and live with great integrity, transparency, and compassion.
- **Humble** – Modest, Respectful and Open. We are modest, respectful, open and never arrogant, despite our successes. We grow by giving and accepting honest feedback, even when it is personally challenging.
- **Heart & Soul** – Passionate and Totally committed. We seek a quality of expression that touches our deepest relationships beyond the surface. This perspective permeates the way we live, the way we work and the choices we make.
- **Team Play** – Selfless and Team first. We work collaboratively by capitalizing on the strengths of every member of our team and collectively own both our successes and our shortcomings.
- **Imaginative** – Innovative, bold and whimsical with an open mind and fresh ideas with are continuously evolving and creating new possibilities in our products, the way we do business, and our interactions with others.

#### KEY METRICS

- Same Store Sales Increase
- Food Cost
- Labor Cost
- Net Profit
- Guest Feedback
- Operations Evaluations

#### ESSENTIAL JOB FUNCTIONS

- Manages and oversees the entire restaurant operation
- Delivers superior guest service and ensures guest satisfaction
- Assists in the development of the business and brand
- Controls store operational cost (food, labor, etc.)
- Ensures all Associates adhere to all company standards, policies, and procedures
- Coordinates and communicates assignments throughout shift
- Coordinates training, coaching, and development of Associates
- Is the “role-model” for outstanding customer service and overall Associate standards
- Ensures cleanliness, health, security, and safety standards are always maintained
- Maintains building, machines and store operating equipment and schedules preventive maintenance
- Maintains and creates reports and records-based company standards and in compliance of local, state, and federal regulations
- Maintains a cooperative and interactive relationship with the Corporate office

CORE COMPETENCIES

- Ability to problem solve quickly and effectively
- Effective customer service skills delivered with a friendly disposition
- Ability to communicate clearly and concisely
- Ability to actively listen and address Associates' and guest's concerns, comments and/or issues
- Ability to lead others in always upholding company standards
- Knowledge of staffing, scheduling, and inventory processes
- Internally motivated and able to motivate others
- Ability to act independently and effectively
- Knowledge of organizational and planning skills
- Knowledge of team building, leadership, coaching, and mentoring skills

OTHER REQUIREMENTS (LICENSES/CERTIFICATIONS)

- Minimum 2 years of experience managing QSR restaurant
- Full understanding of restaurant operations and accounting
- Some college or equivalent experience.
- Proficient with MS Office Word and Excel programs.
- ServSafe or equivalent certification.

PHYSICAL REQUIREMENTS

<b>Continuous (67-100%)</b>	Walking, standing, hand use, cash register.
<b>Frequent (34-66%)</b>	Bending, neck flexion, twisting and lifting up to 25 lbs from shoulder to shoulder, carrying up to 25-40 lbs up to 100 feet, pushing and pulling, fine manipulation, firm grasping, reach above to below shoulder, key board.
<b>Occasional (11-33%)</b>	Squatting, climbing, kneeling, lifting up to 50 lbs from floor to shoulder, gross manipulation.
<b>Seldom (1-10%)</b>	Sitting, climbing, and lifting up to 10-25 lbs from floor to above head, lifting 26-50 lbs from waist to above head, carrying up to 50 lbs up to 200 feet, 10 key.