

## Assistant Manager Position Outline

- Enforce the standards of QSC and safeguard the integrity of the brands. Be up to date and trained on all products and systems to serve as reference to staff
- Drive sales through operational execution. Be familiar with all promotions, calendar events, and updates of the Brand and pass onto team
- Achieve profitability through cost control
- Manage restaurant liability through Human Resources standards, safety, and security
- Train and develop Shift Leaders and crew
- Be a role model for the **Company Mission, Values**, Standards of Performance (**Key Operating Objectives**), Appearance, and Behavior at all times
- Enforce the standards of QSC and safeguard the integrity of the brands
- Execute operational systems: Look for recognize and act upon opportunities to improve the business in all aspects to include, cleanliness, service, product, etc.
- Fulfill accountabilities delegated by Restaurant Manager
- Support Management Team
- Ensure customer service and positive customer relations, via reviewing feedback and sharing with staff, as needed

***NOTE: Each Manager is responsible for achieving profitability through cost controls and shift management. Shift management is the core function of all Managers.***

### The Role of the Shift Manager

The Shift Manager is the member of the restaurant management team (Restaurant Manager, Assistant Manager or Shift Leader) that is currently designated to be in charge of running the shift.

There should be a designated Shift Manager at all times.

The first priority of the Shift Manager is Guest Satisfaction. This means that during the shift, the Manager needs to be free to perform shift management duties while working stations.

However, achieving Guest Satisfaction may, at times, require the Shift Manager to assist crew members at their stations.

The Shift Leader is responsible for the profitability and overall operation of the restaurant according to Dunkin Donuts' operational standards in the absence of the Restaurant Manager. A majority of time is spent leading the team to meet Guest expectations, recruiting, hiring, and training new crew members as required. This is represented in an ongoing focus on maintaining the highest standards of product quality, guest service, restaurant cleanliness, and food safety. This is commonly referred to as Q.S.C. (Quality Service and Cleanliness. The Shift Leader will be creative in building sales programs to leverage business opportunities and will create a competitive spirit and atmosphere of pride. This individual will be proficient in making logical and timely decisions.

## Principal Responsibilities and Key Activities

### **Leads Operational Excellence and the Guest Experience:**

- Role models expected behavior and coaches team on hospitality standards
- Ensures the restaurant meets safety, sanitation and cleanliness standards during shift
- Ensures self and team handles all Guest concerns utilizing BLAST with a sense of urgency
- Solicits and listens to all Guest feedback and provides information to Restaurant Manager
- Executes travel paths and take appropriate actions that drive hospitality behaviors
- Empowers the team to satisfy Guest needs and resolve concerns
- Removes barriers to delivering Hospitality behaviors during shift

### **Builds Team Talent:**

- Treats all team members fairly and with respect
- Supports the training of new team members
- Recognizes team members for team contributions
- Holds team members accountable for their behavior and performance during shift
- Provides coaching to team members to improve performance during shift
- Provides communication to team about goals and performance for shift
- Brings staffing and performance issues to the attention of Restaurant Manager
- Executes team service through effective deployment and communication
- Shows up for work as scheduled and is ready to work on time
- Stays focused on the Guest and accomplishes all work assignments with excellence
- Responds positively to coaching and direction given

### **Drives Sales Growth:**

- Takes accountability for understanding all in store marketing promotions
- Executes new product rollouts including selling to Guests and product execution
- Ensures the restaurant is well maintained including cleanliness during shift
- Utilizes appropriate suggestive selling
- Brings product issues to the attention of Restaurant Manager

### **Flexibility and Adaptability:**

- Utilizes Red Books to track results
- Acts quickly to solve problems in area of responsibility
- Provides feedback and suggestions to improve restaurant performance
- Is flexible with work schedule as business needs change including taking breaks
- Understands and complies with all procedures and policies
- Participates in action plans to address issues and opportunities
- Seeks to understand goals and results and how they personally contribute to them

### **Plans and Communicates:**

Utilizes Red and Blue Books

Discusses issues with other managers

Discusses shift plan with team

Involves entire team by communicating goals, results, and action plans

Makes adjustments to assignments during the shift to achieve goals

Ensures self and team handles all Guest concerns utilizing LAST with a sense of urgency

Executes travel paths and delegates tasks as required

Ensures each shift is appropriately staffed to meet hospitality with speed goals

### **Expected Behaviors**

#### **Leads Operational Excellence and the Guest Experience:**

Assists in role modeling exceptional Guest service for team members and continually motivates team to deliver passionate Guest service at all times. Executes all job assignments with excellence and takes accountability for understanding and achieving hospitality and shift management standards.

Anticipates Guest needs, communicates those to the team, and goes above and beyond to satisfy special requests

Responds quickly to all concerns and feedback with composure

Understands performance expectations and demonstrates accountability

#### **Builds Team Talent:**

Understands the importance of teamwork and treats all team members with respect. Is enthusiastic and enjoys working in a fun environment. Recognizes team members for their efforts and cooperation.

Participates in training and coaching new team members

Understands performance expectations and demonstrates accountability

Puts team goals ahead of individual priorities

Ensures no team member is placed in position until competent to do so

#### **Drives Sales Growth:**

Takes pride in accomplishments for restaurant rather than simply completing the tasks. Understands the importance of taking accountability and executes against standards. Works to solve problems in area of responsibility and is comfortable asking questions for clarification.

Accepts accountability for areas of responsibility

Provides feedback and recommendations that improve performance

Seeks feedback from others and responds positively to coaching

Embraces learning for continuous improvement

Follows through on commitments

**Flexibility and Adaptability:**

Enjoys new and exciting challenges in a fast-paced environment. Demonstrates a positive attitude when facing change. Readily shifts work focus when business needs change.

Learns quickly and is able to apply information and change behavior

Understands the need for work schedule to change to meet business needs

Looks beyond the obvious and seeks advice and input from others

**Plans and Communicates:**

Understands the importance executing an actionable plan during a shift. Clearly conveys important information and ideas and influences team members to implement the plan.

Delegates tasks to the team to accomplish goals on their shift

Uses tools to stay organized

Set expectations and checks for understanding

Seeks input with effective listening, correctly interprets and responds appropriately