

role profile | general manager

what do you do in wagamama?

be the keeper of wagamama standards. be attentive to details and dedicated to quality. committed to creating brilliant restaurants for our customers. develop and inspire the people who work for you to be the best they can be. display an obvious pride for your restaurant, your results and your team

| area | actions | how we recognise a brilliant general manager |
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| brand values | <ul style="list-style-type: none"> - displays wagamama values by being honest, brilliant and different while performing their duties - acts as a role model by displaying wagamama values by being honest, brilliant and different while dealing with team and customers in the restaurant - creates an environment in the restaurant where the entire team understands and is connected to wagamama values - be aware of the importance of their role in wagamama and the impact it has on the entire wagamama brand - help us be a better business by constructively challenging upwards, within you peer group and into your teams - nourish the spirit of 'wagamama' in your restaurant | <ul style="list-style-type: none"> - the restaurant appears to run effortlessly, with happy customers, quality food, highest standards of hygiene and brilliant staff - the whole team is engaged and motivated and feel valued - an absolute commitment to the continued success of wagamama and the contribution they can make |
| brilliant food | <ul style="list-style-type: none"> - an obvious passion for wagamama food and ingredients and able to provide constructive feedback to head chefs and area managers on customers' feedback on food quality - develop in-depth knowledge of cooking methods on each station, know each spec of every dish in order to ensure consist quality of each dish - partner with the head chef and take active part in the daily running of the kitchen. be visible and present in the kitchen, coaching, offering feedback, mbwa, tasting and checking quality and observing practices - develop a good palette and confidence in how each dish is prepared on each station - empower the back of house teams and ensure they feel as valued as front of house and spend quality time with the head chefs and their teams - always talking to the whole team about our food, taking an interest in what they think and how they describe it to our customers - passionate about food and love eating in new and relevant restaurants or trying new dishes and ingredients | <ul style="list-style-type: none"> - is equally confident in the kitchen as they are on the floor - solid track record of passing all mystery diner, qscd, food alert and eho audits - takes an active interest in the kitchens team progression and training - works with the head chef to share knowledge equally - encourages the front of house teams to constantly improve and update their food knowledge - to ensure customers' queries answered effectively - loves our food |
| brilliant customer experience | <ul style="list-style-type: none"> - work with managers and team to create and maintain our ethos of 'combining fresh and nutritious food in an elegant yet simple setting with helpful, friendly service that offers value for money' - encourage and motivate the team to create an environment where our customers feel welcome, important and it is a pleasure to have them visiting your restaurant - trains and motivates front of house teams to read customers' needs and adjust style of service according to individual customers' needs - while still retaining their individual personality - effectively deal with customers' queries/complaints in a friendly way, helpful way and use these as opportunities to improve how we do things - remains calm during a busy shift and ensures team members remain focused during the shift - maintain an obvious presence on the floor, to both customers and team - constantly observes team members/restaurant to anticipate any problems and take preventative action before problems arise - develop an understanding of the local community and ensure this is communicated to the entire team - ensure brilliant service by your teams results in effective upselling, increase of average spend per head and increased tip percentage | <ul style="list-style-type: none"> - understands the elements of brilliant customer service and what that looks like in wagamama and passes this knowledge to team - has a 'nothing is too much trouble' approach to customer service and instils this in team - has a brilliant track record of passing mystery diner audits and a high gwr score from all visits - is aware of competitors in local area and works with team to be the best restaurant in the area |

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| brilliant people and teams | <ul style="list-style-type: none"> - through effective management and coaching, develop a culture of developing and nurturing talented individuals in the team - encourage open and honest communication between managers and listen to the feedback from managers on performance and make necessary changes - develop a clearly defined succession plan for restaurant - act as a role model to entire team in the restaurant and inspire and inspire them to fulfil their potential - accurately recruit new members to the team and take overall accountability for staff turnover for entire team - ensure that each and every team has a clear training plan and that this is implemented according to wagamama standards - always make yourself accessible and available to the team and demonstrate a genuine interest in the value they add to the team - effectively delegate responsibilities to junior managers to ensure restaurant runs successfully in your absence - continually train and develop junior managers to ensure wagamama has a pipeline of talent to support growth and ensure they 'share' talent - ensure that a positive working environment is maintained in the restaurant for entire team | <ul style="list-style-type: none"> - the number of internal promotions and employees who have been developed into management roles - not only limited to foh - low levels of staff turnover - is able to accurately forecast labour needs, so that staff are given sufficient hours and are able to work in a consistent way - each person in the team has an updated personal development plan - makes brilliant hiring decisions and makes all new starters feel that their contribution is valued - adjusts their management style in recognition of the different cultures/ backgrounds of the team |
| results delivery | <ul style="list-style-type: none"> - ensure that all core wagamama operating standards on food quality, hygiene, food safety, work safe are consistently maintained and delivered - ensure that any new company initiatives are effectively communicated and implemented in the restaurant - builds relationship with support office to ensure they receive best possible support for achieving restaurant's targets - engage your teams and deliver the company plan flawlessly and consistently - think not only in terms of the success of individual restaurant, but also the overall success of entire business - brilliant at prioritising and you are clear where you make the biggest impact - great relationships with the office, who are a valuable resource for you to run your business better - a healthy competitive and inquisitive nature | <ul style="list-style-type: none"> - is able to effectively manage p+l - takes accountability and responsibility of restaurants results - is able to challenge area manager effectively - natural ambition to develop their career with wagamama |