



## **Eat a Pitta Assistant Manager Job Description**

<b>Job Title:</b> Eat a Pitta Assistant Manager	<b>Created by:</b> HR Manager
<b>Report to:</b> Store Manager, Operations Team	<b>Approved by:</b> Kostas Giannakopoulos (C.E.O)

### **Objectives**

EaP Assistant Managers are responsible for assisting the Store Manager in the day-to-day running of their store. With the Store Manager responsible for a greater degree of HR-related tasks, the Assistant Manager's role will focus on using initiative and taking direction from the Store Manager with regard to the day-to-day operation of the store and management of staff. The role will require leading by example in delivering exceptional customer service, and monitoring the team's performance and well-being. The successful applicant will represent the company, its values and its healthy-eating brand to the highest standard and demonstrate excellent product knowledge to compliment this. They will assist the Store Manager with the training of Crew Members, Team Leaders and Shift Supervisors. They will upkeep a high level of food hygiene, and maintain health and safety practises at all times (including careful handling of all equipment and display tools) so that our brand remains compliant with the legislation in our industry. They must adhere to our policies and procedures at all times and any other duties that may be reasonably asked of them.

### **Tasks**

1. Assist Store Manager in their day to day duties and responsibilities.
2. Oversee the store, including its operational control and team during Store Manager's absence.
3. Responsible for opening / setting up / closing of the outlet and the day to day running of their outlet.
4. Responsible for adhering to Food Hygiene and Health and Safety legislation at all times.
5. Provide necessary training to Crew Members, Team Leaders and Shift Supervisors and ensure completion of relevant documents, and track attendance/performance.
6. Delegate tasks to and supervise the store team.
7. Responsible for their store's daily personnel requirements, including the submission of hours and the monitoring of labour costs, to react to fluctuating labour requirements, and covering shifts in case of staff absence.
8. To set the standard delivering excellent face to face customer service in a friendly, professional tone, according to our business standards, and to ensure adherence from all team members.
9. Record and reconcile all transactions accurately and immediately.
10. Maintain company standards with regard to product composition, ensuring food portions are adhered to as demonstrated during training, using training tools as needed.
11. Resolve all face-to-face customer complaints and objections immediately and appropriately, referring to the Store Manager and/or Operations Team if necessary.
12. Offering support for the wellbeing and welfare of your team.
13. Communicate any relevant issues / complaints from their shift to the next, and ensure transparency in all avenues of communication.
14. Place food order accordingly, and make adjustments to the ordering list as needed, in order to optimise food and delivery costs.
15. Collect information with regard to store performance, note-worthy incidents, and personnel-related issues to relay to the Store Manager for discussion in monthly meetings with the Operations team.
16. Be ready to fill in the Accident Book and to call Emergency Services, if needed.

<b>Employee Name:</b>	<b>Employee Signature:</b>
<b>Date:</b>	<b>Location:</b>