



JOB RESPONSIBILITIES AND POSITION REQUIREMENTS OF

General Manager

- Effectively implements the policies and procedures to maintain the standards and values of CHICK-N-JOY

Operations Manual and Operations Manual Supplements

Policies:

- 1) Confidentiality Policy
- 2) Standards of Conduct
- 3) Email Policy
- 4) Work Attendance
- 5) Uniform Policy
- 6) Smoking Policy
- 7) Vacation Policy
- 8) Progressive Discipline Policy

Procedures:

- 1) CNJ Specification Sheets
- 2) Cleaning Procedures
- 3) Customer Service
- 4) Hiring Procedures
- 5) Training Procedures



- Manages all ongoing operations to maintain excellent quality of product, cleanliness of store, customer service, staff performance and marketing

Tools:

- 1) Store Checklist
- 2) CNJ WebApp
- 3) Inventory

- Monitors food quality and maintains exact adherence to CNJ recipes and portion controls and ensures that only authorized products are used within the restaurant
- Reviews store checklists daily and sees to it that Front Counter and Kitchen Checklists are diligently completed

Manager's Daily Operating Checklist

- Keep up to date records of overall activities, identifying problem areas and taking corrective actions

Customer Complaints – Paper/WebApp

- Managing inventory

Inventory Count Sheets

Chicken Expiry (with Chicken Balance)

Chicken Usage Per Shift

- Responsible for bank deposits, coins/change float



- Arranges service necessary to make repairs and preventative maintenance on the restaurant's facilities

Equipment or Store Item Report – Paper/WebApp

- Follows the Employee Hiring and Training Procedures in recruiting, selecting, orienting, training and monitoring employees

Hiring and Training Procedures

- In-Store Application Form

- Initial Screening Form

- Hiring Procedures – In-Store and Online

- Training Procedure (with Performance Evaluation Tool)

- Performs job evaluation based on employee's ability to meet job requirements and enhances employee performance through coaching, appraising, consistently communicating job expectations and whenever necessary, enforcing disciplinary actions
- Ensures all employees are fully trained in Food Handling Certification Course
- Trains the employees on the Occupational Health and Safety Act and the work practices and policies related to CNJ Health and Safety Program
- Ensures safety protocols are being adhered to at all times to protect employees from any injuries or health concerns
- Executes marketing initiatives or local advertising activities and other community programs with the approval by CNJ Head Office.
- Perform other duties assigned by the Management.