



OTTOBAUTHENTIC

Junior Store Manager (QSR)

KZN, Cape Town, East London, Polokwane and Johannesburg

R10 000.00 CTC

ROLE/JOB DESCRIPTION:

- ⑧ The Junior Store Manager takes ownership of assigned shifts and ensures operational excellence, customer satisfaction, food quality, team performance, stock control and compliance standards are achieved. The role is hands-on and floor-led: the Junior Store Manager acts as leader on duty, coordinates FOH, MOH and BOH activity, keeps pace during peak trading periods, and leads the team through visible communication and example. The role is developmental and builds capability for broader store leadership while reinforcing standards, systems, routines and culture.
- ⑧ Role positioning: 20% strategic / 80% tactical; accountable for successful shift outcomes and shift-to-shift readiness.

RESPONSIBILITIES:

- ⑧ Shift Readiness & Trade Preparation:
 - Ensure the store is fully prepared before trading.
 - Verify staffing levels and station allocation.
 - Conduct pre-shift briefings.
 - Confirm equipment functionality.
 - Ensure stock availability and production readiness.
- ⑧ Shift Leadership & Execution:
 - Lead the shift from the floor.
 - Coordinate FOH and BOH activities.
 - Manage labour deployment during peak periods.
 - Monitor workflow and remove bottlenecks.
 - Drive urgency and pace.
- ⑧ Customer Experience Management:
 - Deliver excellent customer service.
 - Monitor queue management.
 - Ensure SOS targets are achieved.
 - Resolve customer complaints using LAP.
 - Maintain brand standards.
- ⑧ Food Quality & Product Standards:
 - Ensure food is prepared to specification.
 - Monitor product holding times.
 - Conduct quality checks.
 - Ensure product consistency.
- ⑧ Team Leadership & Development
 - Lead by example.
 - Coach team members during shifts.
 - Reinforce SOP compliance.
 - Manage performance and accountability.
 - Build team morale.
- ⑧ Stock, Cost & Waste Control:
 - Monitor stock usage.
 - Control waste.
 - Ensure FIFO compliance.
 - Verify deliveries and transfers.

- Support stock counts.
- ⑧ Safety, Hygiene & Compliance:
 - Ensure compliance with food safety standards.
 - Conduct hygiene inspections.
 - Ensure team adherence to SOPs.
 - Escalate risks immediately
- ⑧ Cash & Administrative Control:
 - Complete shift cash-ups.
 - Investigate variances.
 - Complete shift reports.
 - Record operational issues.

EDUCATION/EXPERIENCE - NOT NEGOTIABLE:

- ⑧ Matric / Grade 12 required
- ⑧ Minimum 3 years restaurant or fast-food operations experience
- ⑧ Previous supervisory or team leadership experience advantageous
- ⑧ Experience in high-volume, fast-paced environments
- ⑧ Computer literacy; POS and basic reporting preferred
- ⑧ Strong communication, customer service and problem-solving skills
- ⑧ Ability to work shifts, weekends and public holidays

NB: The above requirements are essential to be a successful candidate. Kindly ensure that your CV is detailed showcasing the above requirements

Kindly note: If you have not heard from us within 14 working days, your application was unsuccessful

How to Apply: Please submit your resume to: leon@ottobauthentic.co.za, joe@ottobauthentic.co.za or zaida@ottobauthentic.co.za and use the job title and location as the subject

www.ottobauthentic.co.za

Tel. 012 012 5965