



OTTOBAUTHENTIC

## Restaurant General Manager (QSR)

National

R 20 000.00 CTC

### ROLE/JOB DESCRIPTION:

- ⑧ The Restaurant General Manager is accountable for overall restaurant performance, exceptional customer experience, high-performing teams, operational excellence and achievement of financial targets. The RGM leads through the restaurant management team, implementing and maintaining systems, processes, routines and standards that deliver sustainable business results and future leadership capability. The role links store execution with Operations leadership by balancing customers, people, operational and financial priorities while driving a high-performance culture and long-term scalability.
- ⑧ Role positioning: 50% strategic / 50% tactical; success is achieved through leaders, systems, routines and disciplined performance follow-up

### RESPONSIBILITIES:

#### Customer Excellence & Brand Experience:

- ⑧ Own and drive an outstanding customer experience through consistent execution of brand standards, service excellence, food quality, and restaurant presentation

#### Key Accountabilities:

- ⑧ Champion a customer-first culture throughout the restaurant
- ⑧ Ensure exceptional Food Quality, Customer Service, and Cleanliness standards
- ⑧ Monitor customer feedback, complaints, and satisfaction trends
- ⑧ Resolve customer issues promptly and professionally
- ⑧ Drive Mystery Shopper and customer satisfaction performance
- ⑧ Maintain restaurant image and brand standards at all times
- ⑧ Create a welcoming and engaging customer environment

#### Success Measures:

⑧ Customer Satisfaction Score	⑧ Mystery Shopper Results
⑧ Customer Complaint Resolution	⑧ Food Quality Scores
⑧ Service Standards Compliance	

#### People Leadership & Talent Development:

- ⑧ Build a capable, engaged, and high-performing team through effective leadership, coaching, and development

#### Key Accountabilities:

- ⑧ Lead, coach, and develop the Assistant Restaurant Manager and Junior Restaurant Manager
- ⑧ Build leadership capability and succession pipelines within the restaurant
- ⑧ Conduct regular coaching, performance reviews, and development discussions
- ⑧ Drive employee engagement and team morale
- ⑧ Ensure effective onboarding and training of all team members
- ⑧ Manage performance, accountability, and disciplinary processes where required
- ⑧ Foster a culture of teamwork, ownership, and continuous improvement

#### Success Measures:

ⓑ Team Engagement Scores	ⓑ Employee Retention
ⓑ Internal Promotions	ⓑ Training Compliance
ⓑ Succession Readiness	ⓑ Performance Improvement Outcomes

**Operational Excellence & Process Management:**

- ⓑ Implement and maintain systems, processes, routines, and controls that ensure consistent operational execution.

Key Accountabilities:

- ⓑ Ensure full compliance with operational procedures and standards.
- ⓑ Drive execution of daily, weekly, and monthly management routines.
- ⓑ Conduct restaurant audits, shift observations, and operational reviews.
- ⓑ Ensure stock, cash, labour, and inventory controls are maintained.
- ⓑ Monitor productivity and operational efficiency.
- ⓑ Identify operational improvement opportunities and implement corrective actions.
- ⓑ Ensure restaurant readiness for all trading periods.

Success Measures:

ⓑ Operational Audit Scores	ⓑ SOP Compliance
ⓑ Productivity Measures	ⓑ Stock Variance
ⓑ Labour Productivity	ⓑ Restaurant Standards Score

**Financial & Commercial Performance:**

- ⓑ Drive profitable sales growth and ensure effective management of restaurant resources.

Key Accountabilities:

- ⓑ Deliver restaurant sales, profit, and EBITDA targets.
- ⓑ Manage labour costs, food costs, and controllable expenses.
- ⓑ Monitor daily, weekly, and monthly financial performance.
- ⓑ Drive sales growth through operational excellence and customer retention.
- ⓑ Minimise waste and operational losses.
- ⓑ Ensure effective stock management and inventory controls.
- ⓑ Implement action plans to improve financial performance.

Success Measures:

ⓑ Sales Growth	ⓑ Profitability
ⓑ EBITDA	ⓑ Labour Cost %
ⓑ Food Cost %	ⓑ Waste %
ⓑ Stock Variance	

**EDUCATION/EXPERIENCE:**

- ⓑ Matric / Grade 12 required
- ⓑ 5–8+ years QSR, retail or restaurant operations experience
- ⓑ 3–5+ years senior or multi-store leadership experience
- ⓑ Proven high-volume or multiple-store leadership exposure
- ⓑ Strong financial and commercial management experience
- ⓑ Computer literacy; POS and ability to interpret sales, stock, labour and variance reports
- ⓑ Strong organisational, problem-solving and people leadership capability

**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](mailto:leon@ottobauthentic.co.za), [joe@ottobauthentic.co.za](mailto:joe@ottobauthentic.co.za) or [zaida@ottobauthentic.co.za](mailto:zaida@ottobauthentic.co.za) and use the job title and location as the subject

**www.ottobauthentic.co.za**  
**Tel. 012 012 5965**