



OTTOBAUTHENTIC

Store Manager (QSR)

KZN, Cape Town, East London, Polokwane and Johannesburg

R14 000.00 CTC

ROLE/JOB DESCRIPTION:

- ⓑ The Store Manager runs store operations and is accountable for operational excellence through effective forecasting, planning, inventory management, labour optimisation, financial control and people development.
- ⓑ The role supports the Restaurant General Manager in achieving sales, profitability, customer experience and operational targets, while taking full leadership responsibility for the restaurant when the RGM is absent. The Store Manager owns execution and results by leading Junior Managers and team members, improving routines, protecting standards and translating daily operations into business performance.
- ⓑ Role positioning: 30% strategic / 70% tactical; accountable for full store success, continuity and performance delivery

RESPONSIBILITIES:

- ⓑ Operational Planning, Forecasting & Shift Leadership:
 - Develop daily, weekly and monthly operational plans aligned to sales forecasts.
 - Forecast labour, stock and operational requirements based on trade patterns.
 - Build and manage labour schedules to optimise productivity and service levels.
 - Lead shifts and ensure operational readiness across FOH and BOH.
 - Monitor real-time business performance and make operational adjustments.
 - Ensure all opening, mid-shift and closing routines are executed consistently.
- ⓑ Inventory, Ordering & Stock Management:
 - Processes and ensure ordering accuracy against forecasted demand.
 - Analyse stock movement trends and maintain optimal inventory levels.
 - Manage supplier ordering cycles and delivery schedules.
 - Ensure receiving, storage, stock rotation (FIFO) and stock count compliance.
 - Investigate stock variances and implement corrective actions.
 - Minimise waste, shortages and stock-related operational disruptions.
- ⓑ Financial Performance & Cost Control:
 - Monitor sales, labour, food cost, GP%, controllables and profitability metrics.
 - Analyse weekly and monthly financial reports and identify opportunities.
 - Manage labour efficiency through effective deployment and scheduling.
 - Ensure operational decisions support financial performance targets.
 - Track key financial indicators and implement action plans to close performance gaps.
 - Support budgeting and forecasting processes.
- ⓑ People Development & Systems Execution:
 - Coach, train and develop shift leaders and team members.
 - Ensure completion of training plans and development programmes.
 - Drive compliance with operational systems, SOPs and brand standards.
 - Conduct performance coaching and support performance management processes.
 - Build leadership capability and succession pipelines within the restaurant.
 - Monitor execution of operational routines and management systems.
- ⓑ Customer Experience & Operational Standards:
 - Ensure consistent delivery of Food Quality, Customer Service and Cleanliness standards.
 - Monitor Speed of Service (SOS) and customer satisfaction metrics.
 - Resolve escalated customer concerns and implement service recovery actions.

- Support Mystery Shopper and Brand Audit readiness.
- Maintain operational excellence across all customer touchpoints.
- ⓑ Acting Store Leadership & Business Continuity:
 - Assume full leadership responsibility in the absence of the Restaurant General Manager.
 - Make operational, staffing and financial decisions within delegated authority.
 - Lead management meetings and communicate business priorities.
 - Ensure continuity of operations, people management and performance delivery.
 - Escalate significant risks and business issues appropriately.
- ⓑ Key Performance Indicators (KPIs):
- ⓑ Operational Excellence:
 - Shift execution score
 - Operational audit compliance
 - SOS (Speed of Service)
 - Forecast accuracy %
- ⓑ Inventory & Ordering:
 - Order accuracy %
 - Stock variance %
 - Waste %
 - Stock availability %
- ⓑ Financial Performance:
 - Sales growth
 - Labour %
 - GP %
 - EBITA contribution
 - Productivity metrics
- ⓑ People Development:
 - Training completion %
 - Internal promotions
 - Team retention
 - Management succession readiness
- ⓑ Customer Experience:
 - Customer satisfaction scores
 - Mystery Shopper results
 - Customer complaints resolution rate

QUALIFICATIONS & EXPERIENCE:

- ⓑ Matric / Grade 12 required
- ⓑ Minimum 3–5 years restaurant, QSR or fast-food operations experience
- ⓑ Minimum 1–2 years supervisory or management experience
- ⓑ Experience managing teams, performance and operational execution
- ⓑ Computer literacy; POS, operational reporting and KPI experience
- ⓑ Exposure to stock control, labour management and cost control
- ⓑ Ability to work shifts, weekends and public holidays

NB: The above requirements are essential for successful candidates. Kindly ensure that your CV is a detailed resume that showcases 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 or zaida@ottobauthentic.co.za and use the job title and location as the subject