

# Pluckers Wing Bar



## JOB DESCRIPTION – Coach

**Classification** - Exempt

**Direct Report** - General Manager

### SUMMARY/OBJECTIVE

The main objective of the Coach, or Coach-in-Training (CIT), position is to learn and master all management aspects of the restaurant that are required to attain an upper-level management position within the restaurant. Coaches will learn to direct and coordinate all restaurant operations including store profitability, increasing sales and other aspects of profit and loss. Additionally, they will learn all processes found in the restaurant to include hiring, training, development, and performance management of coaches and employees; Coaches will also learn the proper oversight of these processes. Coaches will also learn, perform, and be expected to master other areas such as cleanliness and sanitation, maintaining food and supply levels, repair and maintenance of the building and equipment, food quality, guest service, all with a constant focus on improving efficiencies of operations and personnel through constant oversight, coaching and communication. Coaches-in-Training will undergo 16 weeks of training and should be able to perform the role of a Coach after completing training.

### ESSENTIAL FUNCTIONS

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- **Financial** - Responsible for profitability of the restaurant. Adheres to company standards and service levels to increase sales and minimize costs. Establishes and monitors financial controls. Responsible for ensuring that all financial (invoices, reporting, payroll) administrative duties are completed accurately, on time and in accordance with company policies and procedures. Able to accurately derive and analyze labor, food costs and other operating expenses.
- **Operations** – Safeguard the Pluckers dining experience by complying with policies and standard operating procedures by maintaining safe working conditions, properly functioning equipment, correct food and supplies levels, cleanliness and sanitation, proper training of staff and employee and guest satisfaction.
- **Food Quality & Safety** – Ensure compliance with sanitation standards, company policies, and federal/state/local laws, and ordinances. Enforce sanitary practices for food handling, general cleanliness, and maintenance of all restaurant areas. Responsible for ensuring consistent high quality of food preparation and service.
- **Guest service** – Ensure positive guest experiences in all areas of the restaurant. Evaluate and audit food, beverage, and other service offerings. Initiate improvements, respond to complaints, and take all appropriate actions to turn dissatisfied guests into return guests.
- **Personnel** – Provide direction to employees and coaches regarding operational and procedural issues. Oversee human resource objectives by recruiting, selecting, training, scheduling, coaching, supervising, and disciplining. Coach (develop) all staff members by providing ongoing feedback, establishing job expectations, and conducting performance appraisals. Advocate and maintain Pluckers philosophies, culture and environment.

### COMPETENCIES

- |  |   |
|--|---|
| • Decision-Making                      | • Ethical Conduct   |
| • Organization and Planning            | • High Energy Level   |
| • Problem Analysis and Problem Solving | • Stress Management/Composure   |
| • Multitasking Ability                 | • Ability to utilize technology for scheduling, training, and so forth. |
| • Communication (Written & Verbal)     |   |

### WORK ENVIRONMENT

This job operates in a fast-paced restaurant setting. The noise level in the work environment can be loud. The employee may be exposed to hazards including, but are not limited to, cuts, slipping, tripping, falls, and burns. Frequent hand washing is required.

*Updated 5.2022*

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee is required to stand, walk, reach, lift, bend, kneel, stoop, and twist for 8 to 14 hours a day.
- The employee is required to push, pull, or lift items weighing up to 50 pounds.
- The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

## POSITION TYPE/EXPECTED HOURS OF WORK

This is a variable position. Days and hours of work are dependent upon employee availability, staffing needs, and competence of the job. Scheduled meetings are considered mandatory without explicit approval. Shifts will often begin and end outside of general hours of operation and can fall between the hours of 7 a.m. and 5 a.m. Hours of operation vary by location and are subject to change.

## PREFERRED EDUCATION AND EXPERIENCE

- Prior experience in a related food service position.

## ADDITIONAL ELIGIBILITY QUALIFICATIONS

- A Texas food manager certification is required within 30 days of employment and must be maintained for the duration. Some locations require registration within a county or city.
- A TABC is required upon employment and must be maintained for the duration of employment.
- Must be of legal age (18) according to state regulations to serve alcohol.
- All employees in this position must pass required exams position.
- All employees are required to complete continued education training as necessary.

## WORK AUTHORIZATION/SECURITY CLEARANCE

- All employees must be authorized to work in the United States and are expected to provide original documentation at Orientation and at HR's request thereafter.

## EEO STATEMENT

Pluckers Wing Bar provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Pluckers Wing Bar complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Pluckers Wing Bar expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Pluckers Wing Bar's employees to perform their job duties may result in discipline up to and including discharge.

## OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.