



Restaurant Manager

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Job Description:

Restaurant managers plan and direct the activities of places that serve food and beverages.

Gross Monthly Income:

\$3,800

Wages:

Average median yearly pay is about \$46,000 a year in Utah.

Schedule: Generally have a set schedule each week, but work nights and weekends when restaurants are busiest.



Advancement:

Advancement for restaurant managers may depend on their willingness to move to another location. Managers usually advance to larger facilities or higher levels of management within restaurant chains. Some managers open their own restaurants. Others transfer to jobs managing food and beverage operations in large hotels or resorts.

Education & Experience:

- ◆ Completed High School
- ◆ 1-5 years restaurant work experience

High

School Courses:

- ◆ Computer Applications
- ◆ Culinary Arts
- ◆ Family and Consumer Sciences
- ◆ Food and Nutrition
- ◆ Food Service
- ◆ Hospitality

Work Conditions:

- ◆ Responsible for the work of servers and food preparers.
- ◆ Often deal with unpleasant, angry, or discourteous customers and are placed in conflict situations.
- ◆ Work physically near customers and coworkers.
- ◆ Make decisions on a daily basis that strongly impact customers.
- ◆ **Travel:** None

Job Outlook:



Large

Hours a Week:

55

Leisure Time:

Low

Knowledge:

- ◆ Customer and Personal Service
- ◆ Administration & Management
- ◆ Production & Processing
- ◆ Education & Training
- ◆ Personnel & Human Resources
- ◆ Sales & Marketing
- ◆ Food Production

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Overview

From pizza parlors and hamburger joints, to bistros and fine dining establishments, restaurants are complex operations. The dining area is continually kept clean and well-stocked, from clean silverware to bread baskets. Behind the kitchen doors are hot ovens and grills and a line of workers and chefs preparing the food. The wait staff buzzes in between the customers and the kitchen, dropping off orders and delivering piping-hot entrees. And that's just during business hours. When the restaurant is closed to the public, it's often just as busy, with new supplies coming in, menus analyzed and changed, floors swept and cleaned, and food chopped and prepped. The person who oversees all of these tasks is the restaurant manager.

Restaurant managers have a variety of daily duties. They estimate how much food and beverage will be used, and place orders with suppliers. They check the deliveries of fresh food and baked goods for quality. They order supplies of non-food items, such as dishes, cooking utensils, and cleaning products. They arrange to have equipment repaired or maintained and schedule other services. In addition, managers total cash and charge receipts at the end of each day. Then they deposit them in a bank or other safe place.

Restaurant managers also supervise the kitchen and dining room. For example, they oversee the food preparation, checking the quality and size of the servings. They resolve customer complaints about food or service. In addition, managers make sure that kitchen and dining areas are cleaned according to standards. They keep records of these practices for health inspectors. Finally, managers monitor the actions of their staff and customers to be sure that safety standards and liquor laws are obeyed.

Managers have a variety of other duties. In restaurants that change their menu items, managers often select new dishes. They consider what items have been popular in the past, and what foods on hand must be used. Then they analyze recipes to decide costs for food and labor. Based on this analysis, they assign menu prices.

Managers are often responsible for recruiting and hiring new kitchen and serving staff. They organize and direct worker training programs. In addition, they schedule staff work hours and assign duties. They may also evaluate employee performance.

In many restaurants, managers have one or more assistants. In large facilities, there is also an executive chef. The chef is responsible for the operation of the kitchen. Assistant managers oversee service in the dining room. In small restaurants, the executive chef may also be the manager. In fast food restaurants and other places open for long hours, there is often an assistant manager to oversee each shift.

Large restaurants often have bookkeepers. However, managers of small facilities often have administrative duties. For example, they keep records of employee hours and wages. They prepare payroll and tax report paperwork. They keep records of purchases and pay suppliers. They also evaluate the success of new dishes and remove them from the menu if they are not profitable. Some managers use computer software to help them with these recordkeeping duties.

Pathway:
**Family & Consumer
Science**