

## **Title: Assistant Store Manager/Store Manager**

### **Job Description**

We are looking for a responsible Assistant Store Manager/Store Manager to help us organise and operate our outlet effectively and meet customers' satisfaction. To be successful in this role, you should have a sharp business mind set with leadership abilities and problem solving attitude.

- Drive the team to achieve monthly upsell target to improve store revenue.
- Planning of roster and ensuring all stores are adequately staffed on a daily basis, control labour budget
- Deliver an exemplary level of customer service and uphold the professional image as an excellent, friendly and confident customer service ambassador.
- Manage daily operations of the store to ensure all daily activities run smoothly and efficiently.
- Supervise and mentor new staff members, schedule and assign work shift, check and verify timesheet before dateline.
- Ensuring store adheres to pertinent health and safety regulations.
- Maintain and ensure compliance to establish food quality and standards.
- Perform cash sales deposit daily.
- Manage guest complaints, ensure satisfaction and administer efficient follow up.
- Perform regular inspection of food and beverage preparation and presentation and maintain inventory to enhance sales.
- Maintain proper sanitation, hygiene standards in kitchen and maintain effective store presentations.
- Responsible of opening and closing duties.

### **Requirement**

- Candidate must possess at least Diploma/Advanced/Higher/Graduate Diploma, Bachelor's Degree/Post Graduate Diploma/Professional Degree.
- At least 2 Year(s) of working experience in the Food/Beverage/Restaurant Service or related field.
- Leadership and Organisation Abilities
- Problem solving attitude
- Friendly, outgoing and confident
- Excellent customer service skills
- Excellent communication skills