



## **Job description – Area Manager**

Job title: General Manager

Reports to: CEO & President

Salary: 60k

Job location: New York City

### Job summary:

The main mission we are giving to the Area Manager is to make sure the vision and concept are being respected by all By Suzette Team. By Suzette has the willing to serve the best and most accurate Savory Crepes, as a full meal itself, and Sweet Crepes, as a pleasure purchase. By Suzette is a young, casual and French brand, serving food fast, easy and ready to be enjoyed, but always in a very clean work area. This combination of French cuisine but casual style requires flexibility and agility in order to maintain a rigorous but casual service.

The Area Manager will be the passerelle between owners and employees, working directly with owners concerning By Suzette guidelines, supervising every store and preparing the new stores openings.

### Missions:

Many missions will be under their responsibilities such as:

- Management of store openings, such as planning the staff needs, recruitment and training of new crew members and store manager, and supervision of the first weeks of operations
- Management of Human resources, such as recruitment and training of new staff, supervision of store managers
- Implement high quality and automotive standards in the By Suzettes value chain
- Supervise the training plan to all the new employees
- Implement and make every employee share main By Suzettes values, customer service and restaurant atmosphere

### Skills description:

The Area Manager has to be reliable, be able to endorse responsibilities and to have management skills as he will operate in the name of the owners of By Suzette.

In order to be able to success, the Area Manager is required to have a culinary diploma or a minimum of five years of experience as Manager in the food industry. A minimum of 3 years of experience in any case is needed, such as experience in Management and in the food industry.



The Area Manager needs to be fluent in French and English.

Performance indicators:

By Suzette wants to guarantee the best quality for its main products and the preservation of the traditional know how, one of the key success factors of our concept. In order to evaluate their Area Manager, ownership has established a list of Key Performance Indicators:

- Performance on providing a regular and accurate meal
- Respect of health standards
- Performance on providing the same atmosphere (rigorous continued cleaning, respect of the uniform..) in each restaurant
- Turnover ratio following the first weeks of stores opening
- Accuracy in informing customers about promotions, closing days or ingredients shortage
- Performance on respecting procedures and daily reports