



FAB STORE MANAGER

Role & Responsibilities

Customer Service

- Ensure our service standards are addressed & met each and every time.
- Be more proactive and display enthusiasm while serving customers
- Handle customer complaints promptly and professionally
- Understand customer's expectations and exceed them

Store Operations

- Adherence to Standard Operating Procedure of all the available products.
- Motivate the team to work and achieve goals
- Maintenance and adherence to cleaning task schedule and overall cleanliness standards within the store.
- Ensure all the equipments is well maintained and operational. In case of break down of any equipment report the same to concerned department and get the issue resolved.
- Check stock handling procedures are being adhered by all staff.
- Responsible for all store ordering and maintain reasonable levels of stock items
- Ensure smooth implementation of marketing activities & promotions.

Production

- Check the availability of all sub ingredients & ingredients.
- Ensure all the flavours are available and platters are filled.
- Ensure the guest satisfaction and product quality is maintained consistently.
- Ensure the batch production as per the requirement and specification.

Store Controls/Profitability

- Build sales by always providing great product and excellent customer service
- Minimise wastage and food cost
- Maintain staff labour at budgeted figures
- Maintain and manage the stores gross profit to budget
- Monitor petty cash expenses report prepared by FAB Manager
- Monitor operations expenses and repairs & maintenance costs



People Management /Staff

- Projection of Staff hiring along with D.M
- Ensure all staff adhere to store operational procedures
- Ensure staff follows grooming standards.
- Complete staff performance reviews along with D.M
- Establish a strong work culture and team mentality
- Responsible for staff rostering
- Resolves staff issues highlighted by Shift Manager
- Prepares attendance report of staff and submit the same on month basis to D.M

Cash Handling & Documentation

- Daily cash counting - bank deposits/computer sales ledger maintenance
- Maintain common book on daily basis.
- Maintaining & updating cash hand over sheet on day to day basis.
- Maintain DAR and inventory reports on daily basis.
- Maintain petty cash expenses/balance & change requirements as required
- Maintain secure cash handling procedures
- Check whether staff is following cash handling procedures (counting change/checking notes).



Key Behaviours

Customer Service - Manages difficult customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds promptly to requests for service and assistance and meets commitments.

Communication - Communicates effectively with team members listens and responds well to questions and participates in staff meetings.

Leadership - Is proactive, knows to delegate work & builds morale amongst team members, shows commitment to achieve goals and objectives

People Management - Is a good listener, understand the needs of team, supports and efficiently resolves issues.

Dependability - Follows instructions; responds to management direction; takes responsibility for own actions and keeps commitments.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities and asks for and offers help when needed.