

A good job description contains a series of sections that help to detail the day-to-day responsibilities of the role so that it sets expectations for the employee and their supervisor. It is also a tool that can be used to ensure that the employee is fulfilling their role; it is a document that can be referred to when completing yearly reviews or regular check-ins. Here's the essential sections and options for verbiage:

Position Detail:

Here's where you list the position and details of that position:

- **Position:** what is the name of this role?
- **Department:** what department are they part of, Culinary, Dining Room, or Wine/Beverage? Or if it is the GM or DO it could be "entire facility"
- **Reports To:** this is the person who this employee directly reports to, the chef, GM, wine director, DO, or even the owner or CEO are all possibilities.

Working Hours:

- Full time or part time?

Position Summary:

In a few succinct sentences describe the job and role. Refer to the high-level responsibilities of the job in question.

- For a GM role it could be: "This position oversees the daily operation of XYZ Restaurant. Ensures customer satisfaction, positive employee morale, sales increases, and maximum profitability in accordance with Company policies, procedures and practices. Focus on increasing sales and controlling costs while maintaining quality and standards of XYZ Restaurant.

Essential Job Functions (i.e. Responsibilities, Job Duties, and Major Tasks Performed):

This is the meat of the JD where you list the above. Utilize strong ACTION VERBS to start off each bullet and ensure that this verb is in alignment with the level of the job:

- Managers: oversees, supervises, communicates, monitors, ensures, coordinates, recommends, establishes, approves. Also use "responsible for."
- Line employees/lower level managers: upholds, coordinates, ensures, performs, follows, reports, informs, or verbs specific to their job (serves, clears, cooks, prepares, greets etc.)
- For a GM or Chef, verbiage options include:
 - Supervises entire staff and enforces standards when on duty.
 - Communicates and ensures that employees understand and act on the vision of the Company.
 - Monitors the workplace and administers Non-Harassment Policy to ensure that there is a congenial work environment for all employees.
 - Understands the job standards for each position within the business and instructs employees in the correct execution of them.
- For a host, server, cook, bartender, or busser, verbiage options include:
 - Greets and acknowledge customers politely.
 - Studies and understands the food, menus, and specials.
 - Prepares and serves hot and cold food as per SOP (standard operating procedure. Only include this if you use SOP's.)
 - Clears dishes, utensils, and tools to clearing station.



For Managers, Directors, GM's Chefs, DO's (all top leaders):

Include these additional sections where you detail the role's specific focus as a top leader of this business. It should include these sections:

- **People Development:** this is about supervision, morale, teamwork and fostering a positive work environment. Example:
 - Responsible for recruiting, training, certification, on-going development, scheduling, and supervision of department managers in accordance with all company policies and standards.
- **Sales Development:** this is about how this role impacts sales and the various sales channels for the business (dine in, delivery, online sales, CPG, events etc.). Example:
 - Assists with implementation of off- and on-premises promotions and new product introductions.
- **Financial Controls:** this is about managing inventory, budgets, reporting, local ordinances and compliance with state, federal and local laws. Example:
 - Responsible for managing the business, including food, labor, and other controllable costs such as safety, security, sanitation and maintenance of equipment.

Qualification Standards:

This section is where you state what standards are required to hold this position and includes:

- **Education:**
 - Does this role require college degree? Does this role require fluency in English?
Example:
 - College Degree or equivalent experience
 - Must be able to fluently read, write and speak English. (Could be shortened to "fluent in English" or "conversational English" for lower-level positions.)
- **Experience:**
 - What are the minimum years of experience required for this position?
- **Physical Abilities:**
 - This includes the ability to lift heavy things, stand for 8-10 hours, bend and be mobile. Hospitality is a physical job; this needs to be outlined clearly.
- **Required Equipment Operation Abilities:**
 - What equipment does the candidate need to have experience using? Example:
 - All kitchen and retail equipment (e.g., blenders, knives, ovens, broilers, coolers, meat slicers, dishwashers, and coffee machines, etc.)
 - All structural equipment (e.g., elevators, lifts, etc.)
 - All office equipment (e.g., POS, reservation management systems, computer, copier, etc.)

Acknowledgement:

This is where you have the candidate sign that they acknowledge receipt of this document with the date.