

CONTROLLER SPEC

The purpose of the role is to lead and oversee the management of all aspects of the RFC restaurant business. Through coaching, developing, motivating and engaging all in store employees, create a culture to be proud of. Through 'beat year ago' mentality you will ensure the continued growth and success of the RFC brand by developing and communicating a breakthrough strategy which delivers outstanding business results. By Driving Hospitality with Heart, ensure that every customer has an outstanding experience & product.

Job Functions:

PEOPLE - 30%

- All employees understand the relevance of the culture principles to their roles and live and breathe the principles on every shift
- Utilize the RFC Bench Planning process, effectively managing staffing levels.
- Proactively develop team members and managers, ensuring a robust 'talent pipeline' is in place
- Proactively and consistently manage all in-store Employee Relations issues, updating Regional Area Manager, as appropriate.
- All statutory and company Health, Safety and Food Hygiene regulations must be strictly adhered to at all times and corrective action taken in a timely manner as necessary
- All employees to be fully trained on fire procedures, Health & Safety, Food Hygiene and Security/Robbery procedures
- Company Security Procedures to be rigorously followed in order to ensure the security of people, premises, stock, equipment and monies at all times

CUSTOMER – 20%

- Create a customer focused environment which is appealing to RFC's diverse customer base.
- Rigorously complete period Compliance evaluation and implement actions to ensure resolution of issues and to drive consistent improvement.
- Manage all customer complaints in line with company policy, escalating issues to Area Manager, where appropriate

SALES- 30%

- Through exceptional operational standards to customer service, consistently seek to maximize the sales in your restaurant. Set and communicate Bold Sales Goals to the team, striving to consistently exceed sales targets
- Understand your local competition and increase visibility within the local community to ensure awareness of any common issues, competitor activity or forthcoming events that may impact your business
- Build Know How of surrounding RFC restaurants, sharing best practice across area.
- Develop a strong sales culture in your store, setting team members and managers clear sales targets for every shift
- Points of sale to be up to date at all times and team trained on all new products enabling them to drive sales

PROFIT – 20%

- Maximize the profitability of the restaurant by understanding and controlling all restaurant costs (e.g. labour, food).
- Develop a strategy to maximize profitability of your restaurant, regularly reviewing and adapting in line with business needs
- Accurately complete team & management schedules.

Education:

- Completed Matric Certificate
- Post Experience in Retail /Hospitality/Business Management.
- Minimum 3 years Management experience

Other skills required:

- Previous restaurant or similar experience
- Previous experience of managing
- Demonstrates strong Sales Focus
- Coaching Basic HR/IR knowledge (disciplinary/grievance process)
- Strong Customer Orientation
- Strong Communication skills, at all levels
- Presentation Skills
- A track record of developing people

