

Position Title: Assistant Restaurant Manager **Date:** October 2023
Location: Nationwide **Reports to:** Restaurant Manager

Who we are – Popeyes NZ:

In 1972 in New Orleans, Louisiana, a taste sensation was born. What began with one small restaurant and one big idea turned into a craze that swept the USA and the world ... and now is coming to New Zealand. Let's be honest here - we're not an invented fast food, but boldly seasoned real food, hand-crafted (never mass produced) made by real cooks and deeply rooted in the traditions of Cajun cuisine.

We are part of a movement for taste. Popeyes are one of the fastest growing, 'quick serve' brands around, with a devoted following. Popeyes launched the now-famous Chicken Sandwich in 2019 (in the USA). Real food, bold flavours and simplicity at its core, it was nothing short of a culinary sensation. Social media is where our fans proudly share their love of the brand – even Beyonce and Jay-Z served Popeyes at their wedding!

We believe in the spice of life and the power of good food. Our love for spice, flavour and real food with heart. We're all about manaakitanga... hanging out at Popeyes, sharing experiences and creating moments of joy. We're building a new NZ business which will be soulful, proud, street smart, big hearted....and we want you to join our movement!

Why you'll love this role:

How will we **make everyone love that chicken?** This is the key question that you be pivotal in answering as Popeyes lands in NZ. We're dreaming big, just like our bold flavors, and you'll be stoked to join a team that's all about one thing.... to spread our joy across the country over the next few years, unleashing soul food that is worth sharing. We're starting from scratch, so you will be at the forefront helping shape our future success and create an unforgettable dining experience for our customers.

You will be at the center of all the action, shaking up the QSR industry like never before. Working closely alongside a seasoned Restaurant Manager, you will gain insights into decision making, team management, and problem solving, playing a pivotal role in refining your skills. The Restaurant Manager will be your support system, as you will be theirs. Think of it like a dynamic duo - together you will unleash a whirlwind of excellence, taking your restaurant to new heights.

You will be part of a global family where innovation and creativity are always on the menu, and let's not forget that you will be embraced by a team that share the same fiery passion for excellence. Support the Restaurant Manager in igniting the team spirit and unleashing the potential of each team member, fostering an environment where growth and success are seasoned to perfection.

What you'll deliver in this role:

- Increasing profitability through projecting sales trends and empowering strategic decision-making to drive revenue growth without compromising quality.
- An AMAZING customer experience: you will champion the maintenance of the highest quality standards for our products, empowering your dynamic team to foster a warm and customer-centric environment.
- A harmoniously coordinated and ever-progressing restaurant environment. Supporting the Restaurant Manager in orchestrating highly impactful restaurant meetings to skillfully strategise, deliver comprehensive training and conduct reviews of our operations.



- Drive success in your restaurant through accurate and organised reporting to fuel effective decision making. You will support the Restaurant Manager in delivering consistent and timely reports that offer a comprehensive understanding of the business operations over a set period.
- A high performing team that propels the restaurant to new heights of success. As a key driver of talent, you will monitor staffing levels and play a central role in driving recruitment to fill gaps in your team. Your passion for connecting with exceptional candidates will be a strong force behind building a thriving workforce.
- Exceptional training and onboarding to equip team members with the essential skills and knowledge they need to go above and beyond in their roles. Ignite their potential and set them up on a path to excellence.
- Unwavering commitment to health & safety, this role will be pivotal in ensuring strict compliance with all health and safety regulations.
- Optimizing inventory control systems to monitor, order, and manage food and beverage inventory levels, minimizing waste and ensuring the kitchen continues firing on all cylinders.
- Maximize operational efficiency and cost-effectiveness by implementing a proactive preventive maintenance system that ensures timely and efficient repairs of restaurant premises and equipment. This approach will minimize downtime, reduce potential disruptions to daily operations
- Establish a strong community presence, initiate conversations with local non-profits that your restaurant could partner with. Get those conversations going so we can create a community legacy that is nothing short of legendary

What you'll bring to the role:

- Proven experience (at least 2 yrs) as a Supervisor or Assistant Restaurant Manager. We need someone who thrives in the dynamic world of operations, especially in the fast-paced and thrilling environment of Quick-Service Restaurants.
- A great sense of humour, with a natural ability to the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- Passion for food, manaakitanga and genuine love for our customers - this will be at the core of what you do.
- Extraordinary resilience to drive forward - when the going gets tough, you won't back down, you will power through those challenging times. No challenge is too big, and no task is too daunting for you.
- A natural coaching leadership style, with a track record of developing others. You will support your Restaurant Manager in bringing out the best in the team, helping them tap into their potential and perform exceptionally.
- High EQ and self-awareness, you are not afraid to ask for feedback, and you thrive on open communication. Leading by example will empower your team and foster a culture of continuous improvement.
- Deep passion and belief in the benefits of diversity and inclusivity. You will reinforce our core values and behaviors, creating an inclusive and welcoming environment.
- Comprehensive understanding of food safety regulations and impeccable hygiene practices, ensuring your restaurant operates at the highest standard of cleanliness.
- Tech savvy skills to navigate restaurant management software and point-of-sale systems. Your confidence with technology will be the secret sauce for keeping things running smoothly and dishing up data-driven insights.

