



Career Posting – Restaurant General Manager

Everyday Kitchen, a full-service modern American comfort food concept opening its second location in Madison, WI, seeks a Restaurant General Manager to take responsibility for successful leadership of its total food & beverage operation, which includes catering services for Lodgic Everyday Community.

Everyday Kitchen & Lodgic Everyday Community

Everyday Kitchen is a full-service, polished-casual restaurant optimized to compete effectively in the Madison dining market with a modern American comfort food menu centered on the restaurant's showpiece open-flame spitfire grill, plus a full-service creative takes on classic cocktails. A daytime coffee-to-cocktails cafe also provides an elevated coffee and juice bar and a wholesome menu of fresh-made sandwiches, salads, pastries, and all-day breakfast prepared in the restaurant's scratch kitchen. Everyday Kitchen is food-first, chef-featured, and focused on delivering seasonally influenced and innovative dishes in a fast-paced environment while never sacrificing quality. The brand prides itself on collaborating with local farms and producers whenever possible.

The restaurant is part of Lodgic Everyday Community, an exciting new concept opening its second location in the Shorewood Hills area of Madison in Spring 2020. Lodgic:

- is the nation's first-ever destination uniting flexible coworking and offices, state-licensed drop-in childcare, meeting and event spaces, and all-day food & beverage under one roof;
- is designed to support and empower modern working families, entrepreneurs, mobile professionals, and whole communities to thrive in their aspirations; and
- delivers an uplifting, service-oriented, collaborative, hospitality-forward experience that serves the modern worker's need for flexibility and support in key areas of life and at all times of day.

At Lodgic Madison, users are welcome to plug in when they want, how they want, leveraging just one service area or all. In addition to Everyday Kitchen, consumers will find on site:

- Lodgic Workplace, designed to serve a variety of coworking needs for solopreneurs, small businesses, remote workers, or anyone who wants a creative, energizing, design-driven, hospitality-forward professional environment where they can enhance their productivity, enrich their professional network, and enjoy professional support and hosting services not otherwise available to today's on-demand workers and small businesses.
- Lodgic Kids Camp, enrollment-based drop-in childcare for children 12 months to 12 years, open to any parent who wants the best of both worlds: a high-quality, fully licensed, play-based learning environment and the flexibility of only paying for the care they use, with extended hours on nights and weekends, plus hourly and weekly package pricing available.
- Lodgic Events provides gathering spaces to host meetings, presentations, parties, and memorable catering or cocktail events.

Lodgic Everyday Community is designed as a scalable multi-unit brand poised for national growth. The first location opened in Champaign, IL, in 2018, followed by this second location in Madison, WI, opening in spring 2020. A third location will open in Louisville, KY, in summer 2020.

For more information, visit lodgic.org.

Restaurant General Manager, Madison

The Restaurant General Manager will take overall leadership and responsibility for ensuring the successful operational and financial performance of Everyday Kitchen, and the total food & beverage operation for Lodgic Madison, according to the company's purpose, values, brand standards, and key performance indicators.

Reporting directly to the Lodgic Madison Managing Director and working cooperatively with other departmental leaders as well as the National Food & Beverage Director, the Restaurant General Manager will be a team leader who consistently models a true passion for food and beverage, as well as an unrelenting drive to provide exceptional guest service and hospitality in a multi-faceted environment. They will lead the charge in creating in a service-forward, hospitality-focused culture across Lodgic Madison: *"Yes is the answer — what is the question?"*

Core Job Responsibilities

- Create and lead a thriving, growth-oriented food & beverage operation that includes a seamlessly excellent hospitality experience for all guests at all times.
- Plan, organize, and lead the restaurant, and entire food & beverage operation, according to company policies and Wisconsin state standards.
- Strategically partner with the Executive Chef, Lodgic Managing Director, and National Food & Beverage Director to deliver an approachable, consistent, and elevated dining experience in any situation.
- Lead service team across the facility. Prepare and develop staff for growth, including ongoing training in all Lodgic Hospitality Fundamentals.
- Work well under pressure and in a fast-paced environment while excelling in analyzing costs, profitability, and productivity.
- Prepare and maintain budgets while assuring the highest standards for health, sanitation, and safety necessary in restaurant operations.

Duties

- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility, and labor costs.
- Train safe work habits and alert the staff to notify the manager on duty of any dangerous or unsafe places in the work area at once.
- Implement and maintain all standards set by the company; establish the manner and means to train staff according to standard.
- Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Ensure all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time, and in accordance to company policies and procedures.
- Hire and train service staff. Provide direction to team members regarding operations and procedural issues while developing team members by providing ongoing feedback. Establish performance expectations and conduct performance appraisals.
- Ensure teamwork and proper communication with the entire Lodgic staff.

- Create a positive guest experience at all times. Investigate and respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Beverage purchasing.
- Collaborate with Events department on all operational and guest experience needs in accordance with BEO and brand guidelines.
- Collaborate with Kids Camp management on all operational and guest experience needs consistent with brand and state licensing guidelines.
- Accommodate special requests and dietary restrictions.
- Delegate daily tasks to staff to ensure smooth operation and service.
- Social media management, plus marketing and public relations as required.
- Work with Managing Director and other department managers to develop and seamlessly deliver cross-line products and services that enhance the guest experience and drive revenue.
- Collaborate with other Lodgic food & beverage leaders across the company to enhance and grow the experience and performance of Everyday Kitchen and the Lodgic food & beverage experience overall.
- Responsible for administrative tasks as required.

Requirements

Required Qualifications & Skills

- Minimum 3 years' General Manager experience in a full-service, high-volume dining establishment.
- Food Serve Safe certification.
- Strong knowledge of Wisconsin state sanitation regulations.
- Excellent communication and leadership skills, plus advanced computer and math skills.
- Strong knowledge of front and back of house operations including food, beverage, staff supervision and management, inventory, food safety, service techniques, and guest interaction.
- Strong understanding of cost and labor systems that lead to profitability.
- Strong work ethic; able to work effectively in collaboration with others.

- Product, cost, and quality conscious.

Physical Requirements

- Must be able to seize, grasp, turn, and hold objects with hands.
- Must be able to work on your feet for at least ten hours.
- Fast-paced movements to go from one part of the facility to others.
- Must be able to move, pull, carry, or lift up to 50 pounds on occasion, and 35 pounds regularly.
- Occasional environmental exposures to cold, heat, and water.
- Occasionally kneel, bend, crouch, and climb as required.

Compensation & Benefits

- Competitive salary, paid vacation, personal time, and holidays.
- Basic life/AD&D, short-term and long-term disability, and employee assistance program; optional Blue Cross Blue Shield medical (PPO), dental, vision, voluntary life, critical illness, and accident insurance.
- 401(k) retirement savings plan through Voya (safe harbor and company match after one year).
- 50% off shift meal, plus 25% off all non-shift food-and-beverage purchases (up to three guests).
- Lowest published package hourly rate and free enrollment at Lodgic Kids Camp.

Other Responsibilities

This job description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties.

Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the Managing Director or National Food & Beverage Director.

To Apply

Please submit your qualifications and a cover letter to careers@lodgic.org.