



MMI is always looking for innovative, energetic and charismatic members of our team. We have posted several job openings. In order to apply for South Pointe Business Center, Fountain View Café in Clinton, MS, please forward your resume' to [chall@mihg.com](mailto:chall@mihg.com) or [bgilstrap@mihg.com](mailto:bgilstrap@mihg.com)

MMI Dining Systems  
Job Description

**Food Service Manager**

<b>Department:</b>	South Pointe Business Center – Fountain View Café
<b>Reports to:</b>	District Manager
<b>Effective Date:</b>	June 15, 2010

**SUMMARY - POSITION PURPOSE**

Responsible for directing and overseeing all food service operations at the property to maximize revenue and deliver a positive experience and exceptional customer service for the clientele.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Oversees the overall day-to-day operations of the property.
2. Provides exceptional customer service to all customers.
3. Develops and implements quality assurance **(QA)** standards.
4. Directs the operation of the property to ensure the highest possible profitability.
5. Develops annual budgets and capital expenditure plans.
6. Ensures that all policies, procedures, federal, state and local ordinances with regard to personnel, security, cash handling, customer relations and safety are followed.
7. Maintains and improves property standards and service to ensure customer satisfaction.
8. Ensures that the property and its inventories are always in the best of conditions.
9. Achieves budgeted revenue and profit goals, balancing cost with customer satisfaction.
10. Complies with all corporate accounting procedures.
11. Prepares and submits on a timely basis operational results/reports to corporate office/owners.
12. Ensures the implementation of and adherence to all policies and procedures.
13. Directs all property hiring practices, ensuring property hiring and all employee practices comply with company and legal requirements, to include striving to maintain a culturally diverse workplace.
14. Selects, trains, and directs department supervisors and other associates as necessary, keeping them well-versed in company policies and procedures.
15. Creates menus and special events for customers.
16. Operate and maintain accounting systems for student accounts of meal purchases
17. Delegates various tasks to the staff and/or supervisors to ensure the smooth operation of the property.
18. Conducts Performance Evaluations.
19. Responsible for maintaining proper and confidential Human Resources files, i.e., personnel files, medical files, investigative files, etc.
20. Promotes teamwork and high morale with associates.
21. Aggressively reduce accidents, and minimize workers' compensation and unemployment claims and resulting costs.
22. Possess and utilize excellent time management skills.
23. Remain highly visible and be readily available for customers at all times.
24. Willingness and ability to train new associates.
25. Keep current on developing school and college trends in the industry.
26. Perform all shift checklist responsibilities.
27. Support team members to ensure the team's entire workload is completed daily.
28. Appear for work on an established schedule.
29. Perform other duties as required.

## **QUALIFICATIONS AND REQUIREMENTS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the body of knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education and/or Experience:**

- Hotel , Restaurant or hospitality Management degree or Culinary or Marketing degree preferred
- Two to three years management experience preferred
- Equivalent combination of education and experience.

### **Knowledge, Skills and Abilities:**

- Ability to deal with management & customers in a courteous, tactful and patient manner.
- Excellent verbal and written communication, telephone, and presentation skills.
- Ability to work in a fast-paced, high-energy and demanding work environment.
- Good understanding of revenue generation and profit/loss implications.
- Possess strong working knowledge of P&L statement.
- Strong human resources management and leadership skills
- Financial management and math skills – understand and interpret statistical reports.
- Ability to work as a team player with all levels of dining staff.
- Excellent customer relations skills.
- Strong interpersonal skills needed to cultivate customer relations and work with associates of various levels and backgrounds.
- Dedicated, hard-working, self-motivating to work independently with little guidance.
- Effective negotiation and strategic thinking skills.
- Good computer skills.
- Good management and organizational skills.
- Practice and uphold safety standards at all times.
- Skill in operation of listed tools and equipment.

### **SPECIAL REQUIREMENTS:**

- Prompt and regular attendance.
- Associates are required to comply with the company uniform and professional attitude and appearance standards.
- Act as a team player with all levels of staff.
- Lead by example.
- Participate in all mandatory job training and meetings.
- Participate in self-development to include participation in company-sponsored seminars and training programs, independent on-site training activities and non-company activities (reading, participation in civic and professional associations, courses, or seminars).
- Current and valid driver's license.
- Adhere to requirements, policies and procedures outlined in Employee Handbook and/or other property documents.

### **EQUIPMENT OPERATED**

- Computer
- Fax machine
- Copy machine
- Cash register Systems

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee is frequently required to sit; regularly use hands to handle, or feel objects, tools, or controls; and talk and hear. The employee is regularly required to stand, walk and reach with hands and arms.
- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

## **SELECTION GUIDELINES**

*Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.*

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirement of the job change.

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