



## Assistant Manager

### Position Summary

The Assistant Manager supervises restaurant staff and daily operations to ensure that food safety, product preparation, cleanliness and inventory control standards are maintained. Schedules and supervises staff. Maintains standards of restaurant safety and security. Exceptional customer service is a major component of this position.

### Key Responsibilities

- Crew member performs all tasks and responsibilities of a Shift Manager as outlined in the Shift Manager job description.
- As needed, supervises food preparation to ensure that food safety and operations standards are maintained.
- Coordinates and supervises staff so that standards of cleanliness are maintained as outlined in the Subway® Operations Manual: Daily Procedures.
- Manages a staff of approximately 4 to 12. Assigns, oversees and evaluates work. Recommends promotion, transfer, or termination of team members. May conduct written and verbal staff evaluations.
- Performs paperwork duties and assists with product orders and inventory as needed.
- Assists with planning of special events and promotions.
- Completes University of Subway® courses as directed.

### Prerequisites

**Education:** High school diploma or equivalent.

**Experience:** Experience in restaurant operations, preferably with supervisory experience.

**Minimum Age Requirements:** Must be 18 years or older to comply with OSHA standards related to the slicer.

### **Must Maintain Open Availability**

### Essential Functions

Requires excellent communication skills, ability to deal with all levels of team members. Computer knowledge is desirable.

**Physical:** Must be able to work any area of the restaurant when needed and to operate a computerized Point of Sale system/cash register (cashier). Position requires bending, standing, and walking the entire workday. Must have the ability to lift 10 pounds frequently and up to 30 pounds occasionally.

Full Time/Part Time and Day Shift/Weekend Shift positions vary by location.

## Assistant Manager Tasks

1. Ensures accurate temperatures checks are conducted during each shift.
2. Takes the lead with all initiatives and competitions within the location.
3. Conducts Cash-Ins on each shift.
4. Delegates and ensures that cleaning duties are performed on each shift.
5. Ensures that waste is entered into the POS System
6. Trains new hires according to the training plan
7. Ensures that team members complete University of Subway Training as assigned and is completed prior to the start of a window.
8. Only designated member on shift to conduct voids and refunds.
9. Ensures bread counts are completed if opening or closing.
10. Manager Serv-Safe Certified as of March 2024 (\$150.00 bonus for completing)
11. Checks dates on all products on each shift that they are assigned to.
12. Ensures that each team member that reports to the shift is in full uniform.
13. Conducts the weekly truck order(s)
14. Conducts weekly inventory (minimum of once per month)
15. Responsible for hiring or conducting the first interviews of new hires.
16. Enters Daily Waste
17. Uploads the truck order to the POS system.
18. Writes the weekly schedule in accordance with Labor Control procedures.
19. Forecasts sales and makes daily adjustments to the schedule to maintain labor.
20. Upholds Subway's core values of:
  - a. ***Bold***: Challenging the status quo to help accomplish the goal
  - b. ***Empowered***: Being empowered to ask "How" am I going to accomplish this goal
  - c. ***Accountable***: Making decisions based on information available and then owning up to one's mistakes and making progress daily to hit goals
  - d. ***Fun***: People are at the core of our business and making authentic relationships is vital to having a fun and inviting experience on the job.
21. Their bonus is based on the Steritech Inspection. Receives 67% of the Steritech Bonus

### **Required University of Subway Training:**

In addition to being current on all Window Initiative Trainings, they candidates must have the following courses completed:

1. Sandwich Artistry
2. Sandwich Artistry 2
3. Restaurant Slicer Training
4. Refreshed POS
5. Subway Catering
6. Perfect Bread Every Time
7. Learning Unlocked
8. Making Learning Stick
9. Bread Baking Basics
10. Bread Baking Advanced
11. Beautiful Shops- How To Clean
12. Cleaning the Proofer Water Jet
13. Changing the Proofer Bulbs
14. Subventory

During the Assistant Manager Role, continuation of learning, they must complete the following:

1. Subway POS Restaurant Functions
2. LiveIQ
3. Subway POS Ring Sales
4. WISR