



# **JOB DESCRIPTION & COMPETENCIES**

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## **GENERAL MANAGER**

### **General Description**

Farrelli/McNamara's working family members are our #1 customer! A General Manager is responsible ensure all business objectives are met while providing exceptional leadership and support to all work teams (kitchen, bar, dining room), appropriate tool and resources for staff, and the space and time to get the job done. They know their location inside and out and can efficiently jump into any role.

### **Reporting Structure**

- General Manager reports to regional manager.
- Direct reports include Kitchen Manager, Bar Manager, Assistant Manager, Supervisors, and all dining room staff.

### **Leading, Inspiring, Teaching: Farrelli's/McNamara's General Managers...**

- Take pride in their professional image and look their best every day.
- Lead by example. They don't ask for anything they haven't or wouldn't do themselves.
- Inspire their crew to provide exceptional service, food, and beverages.
- Build, grow, and empower individual crew members to achieve their highest potential while working within the four walls of Farrelli's/McNamara's.
- Coach and train by providing consistent honest verbal feedback—both critical and positive. Every crewmember knows exactly how you think they are performing at all times.
- Create opportunities for growth and creativity within the Farrelli's organization. They do this through:
  - Professional growth opportunities—cross training, teaching business system, and promotions.
  - Utilizing the unique talents of staff in innovative ways to improve the business and working environment.
  - Ensure opportunities to contribute to neighborhood community service projects.

### **Managing**

- Active Manager (think orchestra conductor) during peak business hours.
- Hire and keep ONLY the BEST!
- Provide EXCEPTIONAL Training worthy of the BEST!
- Cross train staff to build a vibrant working family that works as a team across all roles.
- Set and clearly communicate attainable expectations for all work teams.
- Hold all work groups and individuals accountable to meet and exceed food and guest service goals, as well as business goals—growing sales and maintaining costs and budget.

### **Community**

Farrelli's General Managers all become an integral part of their neighborhood community through active community service, win win promotions and events, and membership in local associations or clubs (such as Rotary, Chamber of Commerce, ect.) Farrelli's is synonymous with community involvement and it starts with each General Manager.

## General Manager Role & Responsibilities

### **Weekly Work Priorities**

- Working the Circle during peak business hours (8 meals per week). Lunch: 11:45-1:30 or full “recovery.” Dinner: 5:00-9 or full recover, which will be later on Friday, Saturday, and busier nights.
- Keep Score! Facilitate well structure weekly meetings: Accurate 13 week report, plan and implement creative sales growth strategies; review pull tabs, Aloha Guard, and integrity of business and staff; coach counsel and mentor management team; solicit feedback from management team; resolve issues by creating behaviorally specific actions plans and follow through.
- Ensure all Health & Safety Standards are being adhered... 95%-100% on all Health Inspections and WSLCB
- Ensure warm welcoming environment by maintaining building inside and out: Asset Management and 4 Walls.
- Keep up with community events/marketing
- Growing sales & Maintain costs: Great Food, Great Service, Great People, Great Environment, Great Business Systems & Processes, Great Events, Staying active in community.
- Build and implement effective processes for communication to affect healthy change.
- Spend at least 30 minutes each week reading up on current events in the hospitality/pizza/leadership/business development industry.

### ***Working the Circle***

Farrelli's General Managers are 100% accessible during all peak business hours. They are out “working the circle;” hosting, bussing, touching tables and interacting with our guests, expediting food when needed, jumping behind the line if the kitchen gets in weeds, going into the DMO area to bust out some dishes in a pinch, mixing drinks or pouring beers, and when necessary taking an order. The crew feels supported and knows their General Manager is there to serve them and fill gaps.

### **Work Life Balance**

- Maintain a healthy work life balance!! Take 2 days off each week (Sundays and Wednesday or Thursday preferred). Once a month take a whole weekend off.
- 45 hour work week expectation

### **Compensation Note**

- Position starts at \$50,000 and range tops at \$65,000 per year plus benefits as outlined in Farrelli's Crew Handbook
- Eligible for a team quarterly bonus that is dependent upon sales goals and meeting COG/Labor goals.



# **JOB DESCRIPTION & COMPETENCIES**

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## **HEART OF THE TEAM - KITCHEN MANAGER**

### **General Description**

A Farrelli's Kitchen Manager is responsible ensure all food and kitchen business objectives are met while providing leadership and support to the kitchen team. They are responsible to manage the kitchen staff (including hiring and terminating); manage food, paper, and chemical inventory—including building quality relationships with vendors and sales people. We have “working kitchen managers” which means that the large majority of their work is done on the line. Kitchen Managers spend some time each week in the office managing inventory, working on schedules, and attending management team meeting.

### **Reporting Structure**

- The Kitchen Manager reports directly to General Manager.
- Direct reports include Assistant Kitchen Manager and all Kitchen Staff

### **Leading Inspiring Teaching: Farrelli's/McNamara's Kitchen Managers**

- Take pride in their professional image: Clean pressed chef coat, chef pants, hat, and 4-way apron. Quality slip proof black shoes. Tidy hair and no distracting piercings.
- Lead by example. They don't ask for anything they haven't or wouldn't do themselves.
- Create a fun, healthy, clean, drug-free work environment.
- Inspire teamwork and motivate crew to create and provide food prepared with passion and love!
- Coach and train by providing consistent honest verbal feedback—both critical and positive. All heart of team crewmembers know exactly how you think they are performing at all times.
- Build and implement effect processes for communication to affect healthy change.
- Create opportunities for growth and creativity. Professional growth opportunities—cross training, creativity with creating specials, teaching business system, and promotions.
- Continuing education thru resources like Farrelli's Executive Chef, Bargreen, FSA, etc.

### **Managing**

- Hire and keep ONLY the BEST!
- Provide EXCEPTIONAL Training worthy of the BEST!
- Cross train heart of train crew to build fully capable of teamwork across kitchen functions—oven, salad, appetizers, DMO, prep, etc.
- Set and clearly communicate clear attainable expectations for all work teams.
- Kitchens need to be labeled and properly organized
- Ensure consistency and food quality by making sure all food made to recipe and specifications—made with love, passion, and integrity.
- Ensure kitchen timings: Starter Salads-2 minutes, Appetizers-10 minutes, Pizza & Entress-15 minutes, Dessert-5 minutes.
- Ensure all health and food safety regulations and procedures are followed. This will be measured by expectation of 95-100% on health inspections.
- Build healthy relationships with venders.
- Partner with General Manager to handle all maintenance and repair issues

## HEART OF THE TEAM MANAGER Role and Responsibilities

### **Weekly Work Priorities**

- Lead Cook on the line: 8-10 peak business periods per week
- Overseeing day to day kitchen operations: Write kitchen schedule, weekly inventory, inspect food quality by inspecting vendor orders, monitor food quality on line, prepare and cost weekly specials.
- Attend weekly management team meeting: Be accountable for 13 week report COG & Labor, bring any maintenance, equipment, and personnel issues forward for resolution.
- Maintain kitchen cost of goods—food 24%, paper 2.2%, labor 10.5%.
- Maintain a clean and beautiful working kitchen environment. Line, floor, walk-ins, reach-in, DMO area, prep area.

### **Lead Line Cook**

- Make sure the right person is working the right station.
- Ensure all recipes are followed to specification and are presented perfectly... we want to WOW every guest.
  - Weigh cheese, chicken, lettuce, and follow meat counts!
- Ensure all timing standards are met
- Provide kind clear communication across the kitchen and between HOT and Front of House
- Pay attention of business levels compared to labor levels.
- Have FUN and be a positive influence for your team... they will follow your lead! Make sure it's somewhere you all want to go!

### **Work Life Balance**

- Maintain a healthy work life balance!! Take 2 days off each week
- Allowed a 45 hour work week (no more than 5 hours of overtime).

### **Compensation Note**

- Wage range from \$18-\$25 depending on experience and performance. Includes benefits as described in Farrelli's Crew Handbook.
- Eligible for a team quarterly bonus that is dependent upon sales goals and meeting COG/Labor goals.



# JOB DESCRIPTION & COMPETENCIES

## SUPERVISOR OR ASSISTANT MANAGER

### SUPERVISOR OR ASSISTANT MANAGER

#### General Description

A Farrelli's Supervisor or Assistant Manager is responsible ensure business objectives are met while providing leadership and support to all work teams on the General Manger's days off. They are responsible to "work the circle" during all peak and moderate business hours ensuring a smooth working flow. Supervisors/Assistant Managers spend some time each week in working on schedules and attending management team meeting.

#### Reporting Structure

- The Supervisor/Assistant Manager reports directly to General Manager.
- Direct reports include all staff in all work groups on GM's days off—with an equal partnership relationship to Bar Manager and Kitchen Manager at all times.

#### Leading, Inspiring, Teaching: Farrelli's/McNamara's Supervisors

- Take pride in their professional image and look their best every day.
- Lead by example. They don't ask for anything they haven't or wouldn't do themselves.
- Inspire their crew to provide exceptional service, food, and beverages.
- Build, grow, and empower individual crew members to achieve their highest potential while working within the four walls of Farrelli's/McNamara's.
- Coach and train by providing consistent honest verbal feedback—both critical and positive. Every crewmember knows exactly how you think they are performing at all times.

#### Weekly Work Priorities

- Working the Circle during peak business hours. Lunch: 11:45-1:30 or full "recovery."  
Dinner: 5:00-9 or full recover, which will be later on Friday, Saturday, and busier nights.
- Keep Score! Attend weekly meetings: Understand 13 week report, provide feedback for management team regard dining room staff.
- Manage dining room schedule to labor budget and fair rotation of shifts based on performance.

#### Working the Circle

Asst. Mangers/Floor Supervisors are 100% accessible during all peak business hours. They are out "working the circle;" hosting, bussing, touching tables and interacting with our guests, expediting food when needed, jumping behind the line if the kitchen gets in weeds, going into the DMO area to bust out some dishes in a pinch, mixing drinks or pouring beers, and when necessary taking an order. The crew feels supported and knows their General Manager is there to serve them and fill gaps.

#### Compensation Note

- This is an entry level management position and is considered a training role. Compensation starts at \$18 per hour.
- Eligible for a team quarterly bonus that is dependent upon sales goals and meeting COG/Labor goals.

#### Professional Image—Business Casual

A simple definition of Business Casual is "A comfortably relaxed version of classic business attire, with no sacrifice of professionalism or personal power." See Crewmember manual for a full description of BUSINESS CAUSUAL



# HOT APPRENTICE

## (WHITE HAT)

### HOT APPRENTICE TRAINING

#### (WHITE HAT)

This is a new hires Probationary training period.  
It would last between 30 –90 days

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

#### **Pizza Apprentice in training:**

- Pizza and Entrée (16-20 hours)
- Oven (16-20 hours)
- Prep (16-20 hours)
- DMO (16-20 hours)
- Building Proficiency in Salads and Appetizers (Minimum 40 hours during peak business).

**Expectations:** Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

### HOT APPRENTICE

#### (WHITE HAT)

This trainee has mastered the salad and appetizer line. They are now focusing on training to be a Farrell's Artisan

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

#### **Pizza Artisan in training:**

- GM & KM evaluated and promoted
- 100 % Proficient in salads and appetizers, made to recipe specifications.

Exceptional food quality and presentation, meets all timing standards.

- Building Proficiency in Pizza and Entrees (Minimum 40 hours during peak business).

**Expectations:** Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.



# HOT APPRENTICE

## (BLACK HAT)

### HOT ARTISAN IN TRAINING

#### (BLACK HAT BUILDING PROFICIENCY)

This Apprentice has mastered the salad, appetizer, pizza and entrée lines. They are now focusing on training to be a Farrelli's Artisan

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

#### Pizza Artisan in training:

- GM & KM evaluated and promoted
- 100 % Proficient in salads, appetizers, pizza, and entrée, made to recipe specifications.
- Building Proficiency in Prep and Wood Stone Oven (Minimum 40 hours during peak business).

**Expectations:** Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

### HOT ARTISAN

#### (BLACK HAT)

This Artisan has mastered the salad, appetizer, pizza, entrée, and prep stations. To be promoted from here an Artisan must transition from team member to team leader.

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

#### Pizza Artisan :

- GM & KM evaluated and promoted
- Works 30-40 hours per week.
- 100% proficient on all HOT work stations.
- 40 hours of opening and 40 hours of closing duties

**Expectations:** Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.



# HOT APPRENTICE

## (RED HAT)

### HOT LEADER

#### (RED HAT)

This HOT crew member is a natural leader and inspires passion and pride in their team and the food they put out of our kitchens. They are 100% proficient in every station. They are able to be the lead cook for peak business levels. They are learning and mastering the business systems and working on leadership skills.

- **Impeccable Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

#### HOT Leader:

- GM & KM evaluated and promoted
- Works 30-40 hours per week.
- 100% proficient on all HOT work stations
- Learning business systems. Ordering (4 weeks), scheduling (8weeks), Inventory (4 weeks).

**Expectations:** Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

### HOT MANAGER

#### (RED HAT)

This is the highest level within our kitchen systems. To reach this level you have shown you are a leader that is willing to grow and hold yourself and your team to the highest standards.

- **Impeccable Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **HOT Leader & Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging. When in a position of leadership is confident, decisive, and fair. Able to multitask and give clear concise direction during peak business levels.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations

#### Kitchen Manager

- Works 40-45 hours per week
- Leads by example. Never asks for anything they wouldn't or haven't done.
- 100% Mastery on All Heart of Team work stations.
- Follows all recipes, weighs food, and meets timing standards.

Mastery of business systems and heart of team leadership responsibilities.

Ordering	Communication
Scheduling	Conflict Management
Inventory	Giving Feedback
Kitchen Maintenance	Team Building





## DINING ROOM OR BAR SERVER

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### JOB DESCRIPTION + COMPETENCIES

#### JOB SUMMARY + ESSENTIAL RESPONSIBILITIES

Farrelli's Dining Room and Bar Servers are the team members whose main focus is to ensure our guests have an enjoyable experience while they are sitting at a table in a Farrelli's. They do this by treating each guest and table with the Platinum Rule—Treat others as they wish to be treated. By this we mean that Servers will offer:

- A warm sincere **WELCOME**
- In depth **Farrelli's FOOD AND BEVERAGE KNOWLEDGE** and **THOUGHTFUL RECOMMENDATIONS**.
- **KINDNESS** and **COMPETENCE**. Farrelli's servers go out of their way to anticipate guests' needs and exceed their dining expectations.
- Genuine **APPRECIATION** for each guest for choosing Farrelli's as a place to enjoy themselves, whether that be time alone, with friends and family, doing business, or whatever brought them through our doors.

Our restaurant and bar areas require energetic professional team members who thrive in a fast-paced service environment. The ideal team member must have a clean, professional appearance, stay calm and kind under pressure and consistently provide competent service to a wide variety of people in differing stages of their dining experience. Servers must be eager and willing to learn about Farrelli's culture, food, and beverages and able to clearly communicate with guests. They must be able to work in a team environment and pitch in where needed—greeting guests at the front door, seating guests, running food or drinks for other team members, taking to-go orders, washing dishes, pre-bussing and bussing tables in and out of their own sections, and other duties as required.

#### WORDS THAT DESCRIBE FARRELLI'S SERVERS:

Kind, outgoing, confident, positive, focused, reliable, empathetic, attentive, responsible, accountable, a team player, calm and pleasant under pressure, and having a very professional image—well groomed, tidy appearance, wearing a clean and wrinkle free uniform.

#### KNOWLEDGE, SKILLS + ABILITIES

The successful candidate will be able to demonstrate the following;

- **Must have a current WA State Food Handler Card and Mandatory Alcohol Serving Training (MAST) Permit**
- Ability to work as part of a team and independently
- A genuine interest to learn about Farrelli's food and beverage program—beer, wine, and cocktails.
- A strong desire to make people happy.
- Computer Skills: Can learn Point of Sales computer system and cash handling.
- Able to organize time effectively—thinks ahead and prioritizes tasks to ensure work load is balanced and urgent situations are dealt with immediately.
- Good communications skills—listens to understand intended message and can deliver both positive and challenging messages in a way that can be heard and understood.
- Problem solving skills: Ability to think on one's feet and under pressure while maintaining a positive outlook and attention to detail.

#### A NOTE ON COMPENSATION:

- Compensation starts at the WA state minimum wage + gratuities. (Note: The average Farrelli's Server earns with minimum wage + gratuities about \$25 per hour *after* tip sharing!)
- Farrelli's Servers are an integral part of the Farrelli's Service Team and are expected to contribute a percentage of their gratuities into a tip pool to share with the rest of the front of house Service Team including Service Coordinator, Hosts, Bussers, Food Runners, and Bartenders.



## **SERVICE SUPPORT TEAM: HOST, BUS, FOOD RUNNER, + TO GO**

### **JOB DESCRIPTION + COMPETENCIES**

#### **JOB SUMMARY + ESSENTIAL RESPONSIBILITIES**

Farrelli's/McNamara's Service Support Team Members are often the first and last person to greet and thank our guests for visiting our restaurants. Their focus is to ensure each guest enjoys incredible hospitality and to provide support to table servers and bartenders by greeting guests at the front door, seating guests with menus, running food or drinks for team members, taking to-go orders, pre-bussing, bussing tables and washing dishes. At Farrelli's/McNamara's we follow the Platinum Rule—Treat others as they wish to be treated. By this we mean:

- Every guest receives a warm sincere **WELCOME**
- Taking the time to learn what makes **Farrelli's/McNamara's FOOD AND BEVERAGE** so special and delicious so you can make **THOUGHTFUL RECOMMENDATIONS**.
- Practicing **KINDNESS** and becoming **TECHNICALLY COMPETENT**. Farrelli's/McNamara's support staff goes out of their way to anticipate guests' needs and exceed their dining expectations.
- Showing genuine **APPRECIATION** to each guest for choosing Farrelli's/McNamara's as a place to enjoy themselves, whether that be time alone, with friends and family, doing business, or whatever brought them through our doors.

Our restaurants require energetic professional team members who thrive in a fast-paced service environment. The ideal team member must have a clean, professional appearance, stay calm and kind under pressure and consistently provide competent service to a wide variety of people in differing stages of their dining experience. Service support team members must be eager and willing to learn about Farrelli's/McNamara's culture, food, and beverages and able to clearly communicate with guests. They must be able to work in a team environment and pitch in where needed—greeting guests at the front door, seating guests, running food or drinks for other team members, taking to-go orders, washing dishes, pre-bussing and bussing tables, and other duties as required.

#### **WORDS THAT DESCRIBE FARRELLI'S/MCNAMARA'S SUPPORT TEAM MEMBERS:**

Kind, outgoing, confident, positive, focused, reliable, empathetic, attentive, responsible, accountable, a team player, calm and pleasant under pressure, and having a very professional image—well groomed, tidy appearance, wearing a clean and wrinkle free uniform.

#### **KNOWLEDGE, SKILLS + ABILITIES**

The successful candidate will be able to demonstrate the following;

- **Must have a current WA State Food Handler Card**
- Ability to work as part of a team and independently
- A genuine interest to learn about Farrelli's/McNamara's food and beverage program—beer, wine, and cocktails.
- A strong desire to make people happy.
- Computer Skills: Can learn Point of Sales computer system and cash handling.
- Able to organize time effectively—thinks ahead and prioritizes tasks to ensure work load is balanced and urgent situations are dealt with immediately.
- Good communications skills—listens to understand intended message and can deliver both positive and challenging messages in a way that can be heard and understood.
- Problem solving skills: Ability to think on one's feet and under pressure while maintaining a positive outlook and attention to detail.

#### **A NOTE ON COMPENSATION:**

- Compensation starts at the WA state minimum wage.
- Farrelli's/McNamara's Service Support Team Members are an integral part of the Farrelli's/McNamara's Service Team and are included in the mandatory tip sharing pool. Dining Room Servers, Bar Servers, and Bartenders contribute 1% of sales during the hours they have support which are then evenly distributed to the Support team—Hosts, Bussers, and Food Runners.