

Job Level	Restaurant Operations Manager	Professional Level III
Oversight Received	<ul style="list-style-type: none"> * The Restaurant Operations Manager is responsible for the training and development of students in connection with preparation and point-of sale execution to guests as well as maintenance of quality standards, safety, sanitation, and cleanliness. * Additionally, bridging the operational aspects to the academic aspects regarding customer service, financial elements, and management functions. * The Restaurant Operations Manager conducts student orientations, performance evaluations, and assigning individual students' grades. * Position supervises .75 FTE state classified and one FTE administrative professional employee. 	<ul style="list-style-type: none"> ▪ Works independently ▪ May serve as a resource for other professionals
Problem Solving	<ul style="list-style-type: none"> * Collaborate with members of the Hospitality Management department and the Lory Student Center regarding the Aspen Grille operation and its students * Serve on search committees * Enforce policies and procedures of the employee handbook and syllabus * Recruit students for the course from the Hospitality Management student body * Develop menus, menu design and pricing * Calculate all food and beverage costs using pricing models consistent with industry standards * Vendor selection for all food and beverage 	<ul style="list-style-type: none"> ▪ Defines and solves advanced problems with non-standard solutions
Interaction/ Communication	<ul style="list-style-type: none"> * Resolving customer complaints/problems * Interact with customer to gauge satisfaction\ * Manage reservations and special requests such as large parties and dietary restrictions. 	<ul style="list-style-type: none"> ▪ Communication of complex concepts as a regular and primary requirement
University Impact	<ul style="list-style-type: none"> * Enforce Colorado liquor laws in the Aspen Grille and University Club 	<ul style="list-style-type: none"> ▪ Potential impact is across multiple departments or even University-wide
Typical Education	<ul style="list-style-type: none"> * Bachelor's degree in Hospitality Management, Business, or a related degree * A minimum of 3 years of experience with a restaurant operating budget and systems management 	<ul style="list-style-type: none"> ▪ Bachelor's degree or advanced degree