



GENERAL MANAGER



Job Title: Benny's Diner General Manager

Reports to: Benny's Diner Director Team

Job Purpose:

Benny's Diner is the newest student-run business operated Penn Student Agencies. In addition to diner style dining, Benny's Diner offers enthusiastic service, and quality products in a convenient location. It will be built into a go-to spot for students on campus looking to feel a little bit of homestyle comfort. The General Manager supports the agency by supervising the day to day operations of the restaurant, ensuring all personnel are meeting the performance standards, and being the point person for all personnel.

Duties & Responsibilities:

- Day-to-day operations of the quick service diner
- Coordinate all employee relations within the diner, including hiring, training, scheduling shifts, and assigning shift chores.
- Train all shift supervisors, and ensure that shift supervisors are doing closeouts correctly by monitoring variances.
- Scheduling all shifts, collection and distribution of tips, oversight of shift covers
- Assisting in the continual training of staff, and in the hiring process of new staff members
- Opening/Closing Shifts (Closeouts)
- Ensure COVID-19 safety guidelines are followed by employees and customers

Attendance Requirements:

- Monthly Hour-Long Agency Meetings (Determined by employee availability)
- Bi-weekly meetings with the Executive Director to discuss updates and issues
- On-time to scheduled shifts
- Minimum 50% of PSA GBM's (2 of 4 per semester)

Preferred Experience & Skills:

- Must be reliable, organized, responsible, able to delegate work, able to work under pressure, and a strong leader.
- Previous customer service and food service experience is a big plus.

Acquired Experience & Skills:

- **Leadership:** developed through guiding the employees and business toward a common goal.
- **Time Management:** gained through learning how to accomplish academic and director responsibilities in a timely and organized manner for the duration of your employment.
- **Fiscal Management:** gained through tracking and building revenue, following a budget, and making responsible spending decisions.
- And many more!

Wage: \$10.00 per hour depending on experience.

Hours: Approximately 12-15 hours

- ★ PSA employment for the Fall 2020 Semester will be on a temporary basis pending University operations and the state of the pandemic. Positions will be filled as needed. Offers may be further extended at the discretion of the Executive Director.