

Job Title: General Manager

SOTR Group Restaurants

Location: Cape Town

Start Date: Immediately

Are you a results-driven leader with a passion for operations, people, and guest service excellence? We are seeking a **General Manager** to take full accountability for the overall performance of our venue. The successful candidate will be hands-on, guest-centric, and committed to leading from the front.

KEY RESPONSIBILITIES:

- Oversee and drive all aspects of daily restaurant operations
- Deliver exceptional guest experiences that translate into strong social media ratings
- Lead, mentor and develop a high-performing front and back of house team
- Maintain strong cost controls across food, labour, and operating expenses
- Ensure high standards in cleanliness, compliance, and operational discipline
- Conduct and oversee regular team training sessions and SOP reinforcement

KEY PERFORMANCE INDICATORS (KPIs):

- PROFITABILITY
- Target: Deliver monthly Restaurant Operating Profit (ROP)
- Measurement: Variance between actual and targeted budget across:
 - Cost of Sales
 - Labour Costs
 - Controllable Expenses
- SERVICE EXCELLENCE
- Target: Maintain an average of $\geq 85\%$ positive guest feedback
- Measurement: Track and respond to social media reviews ($\geq 4/5$ rating)
- OPERATIONAL STANDARDS
- Target: Ensure top results in internal hygiene and service audits
- Measurement:
 - Kitchen Audit: Cleanliness, storage, SOP adherence, equipment upkeep
 - Service Audit: Host/waiter greetings, product knowledge, FOH cleanliness, MOD/bar activity, product presentation, speed of service, GM visibility during peak times

PEOPLE DEVELOPMENT

- Target: Build a strong, well-trained team
- Measurement:
- 90% overall monthly attendance in BOH & FOH training
- Monthly departmental SOP training
- Training sessions based on guest or audit feedback
- Proper completion and filing of training documentation

REQUIREMENTS:

- Proven experience as a General Manager in a high-volume restaurant or hospitality environment
- Strong leadership, organizational and interpersonal skills
- Solid understanding of restaurant financials and KPIs
- Hands-on approach to service, with a customer-first mindset
- Passion for developing people and building a strong team culture

WHAT WE OFFER:

- A supportive leadership team and dynamic working environment
- Opportunities for growth and long-term development

Job Type: Full-time

Experience:

- general manager: 5 years (Preferred)
- Micros POS: 1 year (Preferred)

Location:

- Cape Town, Western Cape (Preferred)

Work Location: In person