



# LEADERSHIP

## GENERAL MANAGER

At McLain's, our purpose is to *Make Life's Moments Sweeter*. We pursue that purpose with great people taking opportunities to serve each other, our guests, and our communities in extraordinary ways. We are passionate about serving outstanding food and drinks.

We are looking for hard working, fun people that can generate a passion for *Making Life's Moments Sweeter*. We take executing our purpose statement seriously and hope to find individuals that can catch the vision and dive head first into the journey with us.



### job summary

- Responsible for leading and managing the entire restaurant and staff of 25 to 75 with support from departmental managers and bosses
- Prior experience as a General Manager or equivalent is necessary
- 40 to 45+ hour work week depending on and dictated by store needs and holiday and seasonal store requirements including weekends
- Required to lead from the front and shoulder to shoulder with Counter staff. Our managers are part of the shift not above or peripheral to the rest of the team
- Great people skills with ability to inspire, train, and coach staff to meet McLain's standards and Purpose Statement
- Good P&L knowledge with an understanding of how Cost of Goods, Labor, and Controllable Costs affect Gross Profit both individually and collectively
- Ability to work with McLain's proven standards and systems to achieve best results
- Experience with proper scheduling and schedule writing to achieve labor goals and objectives
- Experience with proper ordering systems and principles
- Proficient computer skills

### what we offer

- We believe that valuing our employees should be the first priority – if employees don't feel valued they cannot make our customers feel valued
- We pay well. We believe all employees should receive competitive compensation. We provide tip share to all employees in the store and opportunities for incentive pay.
- We believe the best way to continue to create an innovative company is to promote from within. Our staff has the opportunity to participate in a variety of tasks and responsibilities. They are encouraged to present creative solutions to problems. We foster an entrepreneurial spirit throughout the company and love to turn small ideas into big business plans.
- Comprehensive medical and dental coverage
- Paid time off
- We provide a retirement plan to eligible employees after one year of employment with the opportunity to receive up to a 4% match from the company.
- We think time at home with the family is of huge importance, so we are closed on all major holidays and the two days following Christmas.



# LEADERSHIP

GUEST EXPERIENCE MANAGER

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## job summary

- Directly responsible for leading and managing the **Counter (FOH)** staff of 15 to 50
- Prior management experience is preferred
- 40 to 45+ hour work week depending on and dictated by store needs and holiday and seasonal store requirements including weekends
- Required to lead from the front and shoulder to shoulder with Counter staff. Our managers are part of the shift not above or peripheral to the rest of the team.
- Great people skills with ability to inspire, train and coach staff to meet McLain's guest experience standards and Purpose Statement while working with other departments
- General P&L knowledge with the ability to support General Manager in achieving financial goals
- Ability to work with McLain's proven standards and systems to achieve best possible guest experience
- Experience with proper scheduling and schedule writing to achieve labor goals and objectives
- Experience with proper ordering systems and principles to ensure
- Proficient computer skills

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- Comprehensive medical and dental coverage
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# LEADERSHIP

## KITCHEN MANAGER

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### job summary

- Directly responsible for leading and managing the **Hot Line and Prep Kitchen** staff of 10 to 20 including dishwashers
- Prior experience as a kitchen manager or chef is necessary
- 40 to 45+ hour work week depending on and dictated by store needs and holiday and seasonal store requirements including weekends
- In times as early as 5:00 AM. Some evening shifts potentially required for private dining
- Required to lead from the front and shoulder to shoulder with Kitchen staff. Our managers are part of the shift not above or peripheral to the rest of the team.
- Great people skills with ability to inspire, train and coach staff to meet McLain's guest experience standards and Purpose Statement while working with other departments
- General P&L knowledge with the ability to support General Manager in achieving financial goals
- Ability to work with McLain's proven standards and systems to achieve best possible products and guest experience
- Experience with proper scheduling and schedule writing to achieve labor goals and objectives
- Experience with proper ordering systems and principles
- Good knowledge of proper sanitation and health code standards and expectations
- Proficient computer skills

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- We believe the best way to continue to create an innovative company is to promote from within. Our staff has the opportunity to participate in a variety of tasks and responsibilities. They are encouraged to present creative solutions to problems. We foster an entrepreneurial spirit throughout the company and love to turn small ideas into big business plans.
- Comprehensive medical and dental coverage
- Paid time off
- We provide a retirement plan to eligible employees after one year of employment with the opportunity to receive up to a 4% match from the company.
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# LEADERSHIP

## BAKER BOSS

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### job summary

- Directly responsible for leading and managing the **Bakery** staff of 8 to 12
- Prior experience as a bakery manager or chef baker is necessary
- 40 to 45+ hour work week depending on and dictated by store needs, holiday & seasonal store requirements including weekends
- In times as early as 3:00 AM expected
- Ability to perform several holiday "overnight" bake off shifts required (Thanksgiving Eve, December 23 & 24, Easter Saturday, Mother's Day Weekend, etc.)
- Required to lead from the front & shoulder to shoulder with Kitchen staff. Our managers are part of the shift not above or peripheral to the rest of the team.
- Great people skills with ability to inspire, train and coach staff to meet McLain's guest experience standards and Purpose Statement while working with other departments
- General P&L knowledge with the ability to support General Manager in achieving financial goals
- Ability to work with McLain's proven standards and systems to achieve best possible products and guest experience
- Experience with proper scheduling and schedule writing to achieve labor goals and objectives
- Experience with proper ordering systems and principles
- Good knowledge of proper sanitation, health code standards & expectations
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