JOB TITLE  
Restaurant General Manager  
(Head Coach)

JOB ID  
17999

OPEN DATE  
02/04/2020

LOCATION  
Palo Alto

HOURS/WEEK  
40 - 40

SALARY  
$27 - $DOE

WORKDAYS  
Various

SHIFT/HOURS  
Various Shifts

REQUIRED FOR POSITION

REQUIRED EDUCATION  
None

JOB DESCRIPTION

Be a part of something revolutionary!

Sweetgreen is a destination for simple, seasonal, healthy food — we’re building healthier communities by connecting people with real food. Our food is delicious, healthy, and transparent, and we work with small + midsize farmers who think sustainability and grow great food.

At sweetgreen, we believe in quality ingredients - and not just for our food.

Our General Managers are the Head Coaches of our teams!

If you love running a balanced business, growing a team and creating an excellent guest experience, come work at sweetgreen. We’re looking for enthusiastic and ambitious individuals to lead one of our Bay Area locations!

Every day in our stores, our teams make real food from scratch — you’ll oversee a full-service BOH operation, as well as a quick-service FOH model. The head coach is the anchor of the store — you’re an enthusiastic leader, a quick thinker, a problem-solver a skilled communicator and a motivator.

We want sweetgreen to be a transformative place, and we pride ourselves on providing a clear career path with opportunities for leadership, personal growth and professional development. There’s a reason we call it a “head coach” and not a “general manager” – we’re inspired by John Wooden’s approach to leadership.

What you’ll do:

Here at sweetgreen, we have 6 core values — they embody our culture, spirit and dedication to doing what’s right. They keep us aligned, influence how we lead, and help us make decisions about everything from the food we serve to the impact we have on our people. And they’re the lens through which you’ll build a successful business.

• Win Win Win: Develop a team by identifying talent (community), building skill set through training (customer) + growing future company leaders (company)

• Think Sustainably: Create systems that drive successful store and team performance

• Keep it Real: Build meaningful relationships with your team and customers, rooted in authenticity — invest time to build trust
• Add the Sweet Touch: Empower your team to create meaningful connections with each other and the guest every day.

• Make an Impact: Inspire your team, owning your business, and architecting customer service experiences across all touch points

What you’ll get:

• An opportunity to make a real impact on the people around you, both by growing them and by connecting them to real food

• To live the sweetlife and celebrate your passion + purpose

• A collaborative family of people who live our core values and have your back

• A clear career path with opportunities for development, both personally and professionally

• Complimentary sweetgreen

• Flexible scheduling, because we respect the need for work/life harmony

• Competitive pay + bonus plan granted based on sales, labor + food costs

• Our annual Impact Retreat offsite

• Health, dental + vision insurance

• Free sweetgreen swag through our Shades of Green tenure program

Come live your sweetlife with us!

Our locations in the East Bay include San Mateo, Palo Alto, Mountain View and Sunnyvale!

3 TO 5 KEY SKILL SETS REQUIRED
What you’ve got:

• 5+ years’ experience in restaurant management

• Experience in fast casual restaurant chains (preferred)

• Managed and developed 25+ team members per shift

• P&L, COGS, Developing Budgets, Financial Planning and Strategy, Decision Making, Process Improvement, Strategic Planning, Labor/Scheduling, Training & Team Development, Quality Focus

• Experience in Food Safety + Planning

• Regional Manager’s Food Safety Certification required (ServSafe Manager’s Certification)
• Ability to coordinate multiple tasks such as food, beverage + labor cost while maintaining required standards of operation in daily restaurant activities

• Leading by example and being a role model for the standards and behaviors consistent with sweetgreen’s core values and culture.

• Proactively attracting, identifying, and hiring team members that embody the sweetgreen profile and have the ability to grow within the organization.

• Successfully and consistently communicating team wins, priorities, best practices and operational changes to deliver brilliant execution.

• Connecting with the local community by executing sweetgreen’s local marketing and community involvement initiatives.

• Serving as a role model for high quality, hands on, floor management - including effective deployment of labor to maximize throughput.

• Delivering store sales and financial objectives by removing any barriers to success.

• Scheduling daily labor requirements that meet the needs of the business and provide great customer service experiences.

• Ensuring that food safety and security standards are met and adhered to consistently.

• Maintaining food service and production levels by leading strong BOH and FOH execution.

• Sweetgreen DNA:

  • Coachable: actively looks for feedback to grow and improve

  • Self-starters: takes initiative, thinks of the big picture, relays store needs and communicates with the team

  • Customer service-oriented: Passion for the guest experience, service driven

  • Innovative: utilizes and designs business processes with the customer, community and company in mind

  • Passionate about real food: appreciation for the greater mission of farm-to-table foods

  • High-energy, and thrive in a fast-paced environment