

Job Title: General Manager or Managing Partner

Date: December 15, 2012

**Position Summary:**

Under the general supervision of the Supervisor, the Manager or Managing Partner (referred to as General Manager) is responsible for the operation and profitability of his/her drive-in, as well as the welfare/safety of the employees and customers on the store property. The General Manager is to ensure that his/her store is consistently operated in accordance with the standards, policies, and procedures of the Excel III/IV Sonic Drive-In Group and Sonic Industries, Inc. (herein referred to as “SI”). The General Manager must make every effort to “grow” the store’s business, profitability, and local reputation.

**Principle Responsibilities:**

* 1. Reports to: Supervisor
  2. Directly supervises: All Store Level Management and hourly employees
  3. **The General Manager will ensure that the store consistently performs at or above Sonic operating standards as described in the Sonic Industries Operations Manual, the Star Guides E-Learning Program, the Excel Visitation Reports, the Excel Group Employee Handbook, and the Excel Group “Duty Lists”.**
  4. The General Manager is responsible for performing and adhering to the following duties/policies. These duties/policies may change or may be added to at any time. The General Manager’s performance in each of these areas will be evaluated.

1. **Quality Control**
2. Constantly monitors the quality of products received from suppliers and vendors, and reports any problems to the Supervisor.
3. Consistently monitors all areas of prep work to ensure that it meets or exceeds SI and Excel SDI Group standards.
4. Ensures that all finished products meet or exceed SI and Excel standards in appearance, taste, and presentation to the customer.
5. Uses all communications (e-mails, visitation reports, misc. lists) to establish a plan of action to correct discrepancies cited in such report, and follows through until such discrepancies have been corrected.
6. Participates in 95% of the customers orders (while on duty) to ensure that all of the above is accomplished, and to ensure that the customers orders are being filled correctly and timely.
7. Is required to attend an accredited Serv-Safe class.
8. Consistently monitors food preparation and presentation so that “Quality” is never sacrificed for “Speed”.
9. **Customer Service**
10. Uses the completed Visitation Reports to establish a plan of action to correct discrepancies cited in such report and follows through until such discrepancies have been corrected.
11. Reviews customer service daily including FanTrak comments and OSAT scores, service times, hospitality, and employee appearance. Follows up immediately on any problems.
12. Ensures that all morning prep work and cleanup is completed by 10 am (9 am on Saturday), so all staff members can be in position and ready for a smooth, well-ran lunch rush.
13. Achieves a late ticket % average of no more than 30% with the alert time set at 3:30.
14. Strives to eliminate any service times of over 5 minutes.
15. Achieves daily average AV-times of less than 3:00, and lunch run AV-times of less than 2:30.
16. Achieves daily average reply times of less than 10 seconds.
17. Trains proper phone etiquette. The phone should be answered in a professional manner with the answerer identifying themselves by name.
    1. Ex: “Sonic Drive-In, this is \_\_\_\_\_\_\_\_\_, may I help you?”
18. Expect and train employees to open the front door and to greet walk-in customers, and to encourage the customer to order from the patio for faster service if weather permits, as well as collect trash from guests.
19. Follows up on all discrepancies in Mystery Shopper reports and takes appropriate corrective action including Supervisor and Brent.
20. Maintains a “sense of urgency” in all aspects of Customer Service.
21. **Cleaning, Maintenance, Exterior Appearance**
    1. Uses all communications (e-mails, visitation reports, misc. lists) to establish a plan of action to correct discrepancies cited in such report, and follows through until such discrepancies have been corrected.
    2. Verifies completion of daily duty lists, weekly side duty lists, and monthly side duty lists.
    3. GM/MP will be required to perform a self-FSA and e-mail Supervisor on a monthly basis.
    4. Ensures that sanitation standards are being met.
    5. Ensures that all equipment is in good working order. Either repairs or has repaired any equipment breakdowns within 24 hours on items costing less than $500 to repair. Weekend or Overtime repair work needs Supervisor approval.
    6. Reports major equipment breakdowns (repair cost over $500) to the Supervisor as soon as possible.
    7. Provides input to the Supervisor in regard to new or replacement equipment items, major improvements, maintenance and repairs that are expected to exceed $500.
    8. Has the garden area maintained by a professional lawn/garden company.
    9. Replace or contact for repair work any burned out exterior or interior lighting within a 24 hour period, or, if neon, LED, or the main signs needs repair, calls a qualified company to repair as soon as possible. Keeps back-up bulbs on hand at all times; such as menu housing bulbs, 4’ fluorescents, and bulbs for the show case menus, walk-in cooler and freezer.
    10. Maintains the lot, sidewalks, and dumpster area on a schedule in relation to the stores volume. Ensures that these areas are completed and the lot machine stored prior to 10am.
        1. Minimum Standards
           1. Wash dumpster area 2 x weekly
           2. Wash all stalls & sidewalks 2 x weekly
           3. Wash back door area any time the lot machine is in use.
        2. Normal Standards
           1. Wash all stalls & sidewalks 3 x weekly
           2. Wash dumpster area 3 x weekly
           3. Wash back door area any time the lot machine is in use.

The “lot program” is on-going, even through winter. The only time this routine should be altered is if the temperature is less than 34 degrees and it isn’t expected to rise during the day.

* 1. Keeps a bun toaster roller motor and conveyor motor in stock for quick replacement/repair. Refer to Spare Part List for items required to be on hand.
  2. Schedules exhaust hoods to be professionally cleaned a minimum of twice a year. Preferably in March or April, and then again in September or October. Higher volume stores will need the hoods cleaned on a quarterly basis (March-June-Sept-Dec).
  3. Maintain a weekly cleaning program for Shake, Slush and Ice Cream machines.
  4. Contracts with a local refrigeration company to do preventive maintenance on all refrigeration equipment, the Heat/Air system, and the make-up air system. Changes return air filters ever 3-4 weeks unless this is part of your Heat/Air automated program. Note: all equipment with an evaporation coil will have a filter to be changed or cleaned monthly.
  5. Manages ice at all times, especially during winter. Some stores will need to run only 1 (one) ice head during the cold weather months.
  6. Drive-Ins having Nichiha siding should NOT use the power washer to clean it. Use only hot, soapy water applied to a scrub brush to scrub out stains, and then use a garden hose to rinse it off.
  7. Does not use the power washer to spray down the windows or vestibule doors. This practice will result in broken, cracked seals enabling water to enter between the glass panes.
  8. Maintains the lot in a manner that keeps ALL leaves picked up.
  9. Prepares for winter weather by having snow removal lined up, ice melt on hand, and a “spreader” for the ice melt on hand, and a good snow shovel. No Rock Salt.
  10. Fills out Sonic Safe form in its entirety on a daily basis. Falsification is not allowed and this tool when used properly will indicate equipment issues and potential safety hazards.
  11. Use GOO-GONE (gel type) to remove residue from menu housings.
  12. Manages menu housing speakers/buttons at all times. Keeps 2 spare speakers and 2-3 spare buttons on hand for quick replacement. Credit Card terminals must be also be replaced in timely manner. If a stall is “out of order”, do not place an “Out of Order” sign on the stall. Park a car in the stall until the menu is back working properly.

1. **Training and Employee Development**
   1. Conducts performance evaluations for each Assistant Manager and each crew member on their 3rd month anniversary and a yearly review every year following their start date. Discusses strengths, weaknesses, budgets, profitability, and plans for employee development.
   2. Conducts “All Employee” store meetings a minimum of once a month, preferably on the last Sunday of the month, to discuss upcoming promotions, store goals, store problems, to implement new procedures, to review the Training Guides (including E-Learning Training Videos), to review safety data sheets, to review “safety” systems in general, and to award employees based upon good job performance. Those attending these meetings need to sign a sign-in sheet, and written notes must be taken and filed. This is a paid meeting and attendance is mandatory.
   3. Conducts a store-level management meeting a minimum of once a month. Those attending these meetings need to sign a sign-in sheet, and written notes must be taken and filed. This is a paid meeting and attendance is mandatory.
   4. Adopts the philosophy “Fun, but Firm, but Fair” in dealing with all employees.
   5. Limits outside involvement with the crew, as to not jeopardize “in-store” credibility
   6. Maintains a working laptop or tablet for E-Learning training via Partnernet.

1. **Sales Building**
   1. Creates awareness among store management and employees the importance of maintaining and building sales by exceeding the customer’s expectations in all areas of the operation.
   2. Works to develop and implement local store marketing programs designed to build sales.
   3. Communicates all up-coming promotions (including text offers, Daily Specials, misc.) with all employees prior to the effective date of the promotion.
   4. Effectively and properly utilizes the marquee to build sales. One side of the marquee should be used in accordance to the monthly Promotional Guide, and the other side should advertise anything related to Sonic. It is not to be used as a general bulletin board, and it should be changed a minimum of 1x per week (both sides). Those with LED marquees will need to monitor and update weekly. Time sensitive (holidays, specials, etc.) need to be removed as soon as event/holiday is over.
   5. Handles all customer complaints, utilizing the “When Something Goes Wrong” form. If guest issue is not resolved same day, coupons and apology letter must be mailed next business day. Do not allow customers to come at later date.
   6. “800” calls should be handled and closed within 24 hours. Follow-up coupons and apology letter must be mailed next business day.
   7. Participates in all Excel Group Marketing Plans.
   8. Reads the local newspaper, and stays in tune with local events to enable proper scheduling/staffing/promotions/etc.
   9. Sponsorship of “summer league” sports must be approved by Supervisor prior to commitment.
   10. At times, it will seem as if you are being bombarded with requests for donations. “Never” is a pretty big word, so whatever is the closest word to “never” is how often you should give CASH donations. Instead, give paper products to groups or organizations instead of cash. NEVER give away FOOD products at any time.
2. **Staffing and Scheduling**
   1. Is scheduled to work a minimum of 55 hours per week (on average), 75% of the peak volume periods: including 6 “lunches” per week, a minimum of 3 “suppers” per week, a minimum of the peak volume periods, a minimum of 3 “5-9’s” per week, a minimum of 2 “closes” per week, a minimum of 1 Saturday night “close” per month, and a minimum of 1 Sunday shift per month (Open to 2, 11-5, 5 to close), alternating between day shift, mid-shift, and night shift every month. *An alternative schedule is available for GM’s who have worked over two years – with approval of Supervisor.*
      1. Some locations, by nature, will require the GM/MP to work nearly every Friday and Saturday nights during “late” Spring, Summer, and “early” Fall, due to “tourist” traffic or local high school Football games. These situations will most normally call for the GM/MP to take a “day-off” during the early part of the work-week (Tues. or Wed.).
      2. These guidelines may need to be higher in some situations; i.e. new store openings, inclement weather, labor costs over budget, poorly trained crew, lack of competent assistant management, or with Supervisor discretion.
      3. It is encouraged that GM/MP works the first weekend of each month as these usually will be the biggest sales weekends of the month.
      4. GM/MP will be expected to work all inclement weather days.
   2. If overtime is needed, the Supervisor must be notified and approved before scheduling or authorizing it.
   3. Develops the Weekly Work Schedule, and has it posted no later than 10 am on Saturday. Schedule to be made within the guidelines of the labor budget per the P&L budget. The schedule is the responsibility of the GM/MP to prepare and must be e-mailed to Supervisor no later than 10 am Friday.
   4. The schedule must be posted on the schedule with “time-ins” and “time-outs”. Employee hours must be added and totaled at bottom of each work-day schedule and then verified with Daily Manager Report.
   5. Schedules employees to the quarter hour and “staggers” shift changes. Schedules in the opening manager a minimum of 45 minutes before opening.
   6. Must pay employees for ALL hours worked including “Carhop countdown”, work after close and any company related time. Failure to do this will lead to immediate disciplinary action and/or termination. If an employee comes to work for their scheduled shift, they must work and be paid for a minimum of one hour, unless they volunteer to leave early.
   7. You must pay employees for any meetings attended.
   8. Anticipates employee staffing needs and plans how staffing needs will be met. Conducts employment interviews and documents and checks references. Must utilize standard interview questions (list provided).
   9. Reports and discusses with the Supervisor any severe problems with employees.
   10. Complies with the rules and regulations in the Excel SDI Groups Employee Acknowledgment Check-list form.
   11. Ensures that all employees are trained properly in accordance with the Star Guide E-Learning program.
   12. Ensures that all new employees are hired as a “crew person”, rather than a “cook” or “car hop”. Don’t guarantee the number of hours they will work per week.
   13. Avoids hiring people under the age of 16. If it is necessary, follow all state and federal guidelines concerning the limits on their work schedule. Comply with all guidelines of the Excel Group Child Labor Law guide. It is against our policy to communicate with employees’ parents that are 18 years or older about any issue that may arise.
   14. Complies with all Excel Group policies and state and federal laws governing recruitment, selection, and all other terms and conditions of employment.
   15. Interviews and hires all hourly employees and establishes starting wages for each. Hires employees that have the ability to skate if at all possible.
   16. Takes disciplinary action when needed and completes proper written documentation.
   17. Reviews current wages and proposed pay increases with Supervisor.
   18. All promotions must be reviewed and approved with Supervisor prior to offer to employee.
   19. If pay raises are to be given, they need to be no less than 10 cents per hour.
   20. Maintains paychecks that aren’t picked up for a period of 1 year. After they have been held for one year, they need to be forwarded to the Excel Office.
   21. Employee Paydays:
       1. Pay day is bi-monthly, with time ending on the 15th and the last day of the month. Paychecks will be issued on the following 21st and 6th between the hours of Open-11 am or 7 pm-Close. If not picked up on payday, they may be picked up any day after that between the hours of Open-11 am or 7 pm-Close. If this schedule isn’t adhered to, the next month’s performance bonus for both GM/MP and any Assistant Managers on bonus will be forfeited.
   22. Interviews/hires/promotions of prospective Assistant Managers or Crew Leaders must have the approval of the Supervisor.
   23. Ensures that all management and employees are always in proper uniform in accordance with the Employee Handbook and the Training Guides.
       1. GM/MP/Associate/Assistant Manager – Dress Code
          1. Pressed slacks
          2. Belt
          3. All-leather shoes
          4. Sonic Logo Polo Shirt OR pressed button down dress shirt
          5. Engraved name badge
   24. The GM/MP is personally responsible for any Labor Law fines assessed by State and/or Federal agency if it is the sole fault of the GM/MP or his management staff. The store will not be held liable.
3. **Profits and Controllable Expenses**
   1. Maximizes store profits by controlling all expenses at or within the established budget and ideal guidelines.
   2. Makes every effort to meet or exceed budgeted sales for the store.
   3. Reviews controllable expenses each week to ensure that they are within the guidelines of the budget.
   4. Reviews operating results with the Supervisor on a monthly basis. Reviews, in detail, action taken to correct variances.
   5. Follows up weekly to ensure that proper corrective actions are being taken to correct variances and monitor results.
   6. Utilizes the “expense ledgers” to chart monthly expenses.
   7. Bonus comps will not be paid if GM/MP is terminated or resigns without proper notice. Also, bonuses will not be paid for partial months; this means you must work the entire month out at your current position to receive any bonus.
   8. Ensures that crew labor costs do not exceed the guidelines set forth to the P&L Budget.
   9. Ensures that local advertising costs, excluding co-op fee, is less than 1% of net sales.
   10. Eliminates cash shortages. Goal is NO cash shortages. Keeps cash drawer(s) under lock and key. Utilizes the Cash Awareness Chart as needed.
   11. Reviews monthly financial statement from accountants and sends explanation of discrepancies within 24 hours after being received to Supervisor.
   12. Ensures all recurring monthly invoices are paid in timely manner (i.e. trash, utilities, telephone, etc.).
4. **Inventory Control**
   1. Ensures proper inventory procedures. Reviews proper ordering techniques with all store level management.
   2. Ensures proper stock levels of inventory. Makes changes based on up-coming promotions, changes in product mix, and volume changes.
   3. Eliminates running out of any items for resale.
   4. Ensures enough inventory is on hand to avoid having to purchase product from a neighboring drive-in. “Windshield” time costs us nothing but time and money. Purchased product must be paid at time of pick-up. No “borrowing” is allowed.
   5. Completes a physical inventory weekly (between Sunday close & Monday opening) on food items. Completes a physical inventory on both food and paper products at the end of the month and at the Sunday closest to the 20th of the month.
   6. Identifies and charts “waste” after lunch and at close on a daily basis.
   7. Performs a “critical inventory” on a daily basis if costs are out of line.
   8. Makes available to Distributor a key if your store receives overnight key drops.
   9. Properly “checks-in” product from all vendors.
   10. Maintains temper tags (or marks) on each product per FSA regulations.
   11. Enters all food invoices into RMS graphical.
5. **Personal Development, Personnel Development**
   1. Attends Excel SDI Group sponsored programs, conventions, and meetings as invited.
   2. Attends and participates actively in Co-op Training meetings when held.
   3. Must attend Sonic Management School within first 18 months.
   4. Must ensure ALL managers are certified Serv-Safe with a certificate on-site.
   5. Utilizes a daily planner/scheduler to help organize the work to be done and to organize personal time away from the drive-in.
   6. GM/MP will be expected to recruit and develop potential GM candidates. Compensation may be provided when candidates are placed in another drive-in depending on pre-determined criteria.
6. **Record Keeping, Accounting, Computer Systems**
   1. Complies with the rules and regulations in the Excel SDI Groups Employee Acknowledgment Check-list.
   2. Keeps all information complete, accurate, and up-to-date (daily or weekly) including: expense ledger, P&L and transmittal.
   3. Develops necessary skills to become proficient with the computer systems. Time at the desk is, for the most part, unproductive in maintaining and building sales and profits, but is necessary in maintaining operation. Speed and accuracy must be developed in daily date entry.
   4. Accurately enters and keeps track of employee hours, food and paper receives and transfers, paid-outs, and credits.
   5. Discusses policy changes with store level management and ensures implementation.
   6. Maintains applications on file for a period of 1 year.
   7. Maintains all other store records permanently. Company records should always be “in the store”, not at your house or in your vehicle.
   8. Forwards any personal property appraisal forms to the Excel office.
   9. Pays all bills daily (or every Monday) for all invoices that have been received through business Sunday. Pays all bills at the end of the month. Pays bills from invoices, not from statements.
   10. Limits use of cash paid-outs. Cash paid-outs are not allowed for “lot cleaning” or “lawn mowing”.
   11. Maintains I-9s, W-4s and Acknowledgement Forms with no discrepancies at any point in time. Discrepancies will result in bonus checks being “held” until they are corrected.
   12. Immediately inform Supervisor anytime a computer system is “down”.
   13. Is allowed one (1) paid-out discrepancy per month. If there is more than one (1) in any given month, the store will be put on 3 months probation. The probation period means that a store can no longer utilize cash paid-outs; i.e., the GM/MP will have to pay for everything out of his/her pocket and then submit for reimbursement through the weekly Transmittal.
7. **Safety, Security, Cash Handling**
   1. Must have a Safety and Security meeting minimum twice a year ensuring that all safety and security documents and policies are reviewed. Those attending these meetings need to sign a sign-in sheet, and written notes must be taken and filed. This is a paid meeting and attendance is mandatory.
   2. Maintains current Material Safety Data Sheets on all hazardous compounds used at the drive-in. Ensures that they are kept in a binder, and that they are accessible to the crew. Ensures that all crew members are informed to the location of the MSDS’s. Maintains written documentation of training sessions concerning fire safety, general safety, 1st aid kit, emergency telephone numbers, lock-out/tag-out program, and MSDS’s. Must have a MSDS sheet from the Pest Control Company.
   3. Maintains impervious rubber gloves and goggles for chemical use, forearm length protective gloves for handling hot shortening and cleaning the grill, and protective cutting gloves used for food preparation utilizing knives, choppers, and slicers.
   4. Maintains a money safe that is bolted to the floor.
   5. Locks all doors at close.
   6. Ensures that the back door (or security door) is locked at all times. NOTE: Stores w/o a security door should have a sign posted on the back door stating “employee’s only”. Customers need to enter the building via the front doors to use the restroom.
   7. Turns on all exterior lights at “Open” and leaves necessary lights on overnight for security reasons (check with supervisor if you are not sure).
   8. Maintains the security/surveillance system in good working condition. Must keep security monitoring call list updated.
   9. Places cash deposits in a Sonic Bag before exiting the store and delivering to the bank.
   10. Ensures that the closing managers and employees vehicles are pulled onto the lot nearest the exit doors the last 15 minutes before close.
   11. Enforces the policy of never having anyone, including store level management, in the store after “close” by themselves.
   12. Enforces the policy of not allowing off-duty employees, friends, or customers to loiter inside the store or on the patio area at any time.
   13. Changes the safe combination a minimum of once per month, and every time an assistant manager is terminated. Must change door locks ever time an assistant manager is terminated OR the store must have “Cannot Duplicate” keys. The safe should only have 1 (one) combination, which is the “master”. Do not program in “sub-master” combinations.
   14. Maintains a “wet” agent fire extinguisher near the kitchen, and a “dry” agent fire extinguisher in the front of the store.
   15. Maintains security height indicators on front and rear doors.
8. **Communications**
   1. Uniformly and consistently implements and enforces Company policy(s) and procedures.
   2. Ensures that all store level management understands and achieves the Company’s goals, objectives, and policies.
   3. Keeps all store information confidential, and never releases information to the employees, general public, or local authorities without the consent of the Supervisor.
   4. Develops proficiency at operating company software, scanner equipment and Microsoft Office.
   5. Keeps the Supervisor informed of problems (e.g., staffing changes, cash shortages, theft, major equipment breakdown, serious or continual operation deficiencies) within the drive-in.
   6. Ensures that all applicable licenses, labor posters, etc. are properly posted.
   7. Keeps the Excel Office, Supervisor and all store level management informed of your personal address, home phone number, cell number, etc.
9. **General Behavior**
   1. At all times, promotes the SDI in the community in a way that exceeds the expectations of the customer(s) whether “on” or “off” duty.
   2. Should establish relationships with local schools, Chamber of Commerce and other community civic groups.
   3. While it should be the goal of the management staff and crew to have fun while on duty, this enjoyment should never sacrifice that of the customers, nor impede the implementation of the company policy(s) or goals.
   4. GM/MP should never discuss compensation with other GM/MP, employees or those outside the company.
   5. Bonus comps will not be paid if GM/MP is terminated or resigns without proper notice.
10. **Standard Operating Hours:**
    1. Open – Varies – Everyday
    2. Close – 11PM – Sun.-Thurs. (12AM during Sonic Nights)
    3. Close – 12AM – Fri. & Sat.
    4. Seasonal drive-ins “Open” and “Close” hours may be adjusted with approval of the Supervisor
    5. Never Close early, just close QUICK!
    6. Never close LATE, it’s not fair to your crew or your customers.
    7. During severe inclement weather, a drive-in may close early with the Supervisors approval.
11. **Cash Deposit Policy**

The following policy(s) have been established for the benefit of Sonic Drive-In and its partners, employees, and customers. If any of the following policies are violated, it will lead to severe disciplinary action AND personal financial loss.

* 1. Deposits must be made daily and multiple times (depending on sales volume). First deposit should be made before 5 pm and the last deposit of the day needs to be made up and placed in the money safe overnight. This deposit is to be delivered to the bank no later than 10:30 am the following day. Pick up the bags and validated deposit slips from the bank that were left from the prior day(s).
  2. Place the deposit in a Sonic #10 sack before exiting the SDI.
  3. The change fund (opening $), with the exception of loose change, should be held in the money safe overnight. Don’t leave this money in the cash drawer.
  4. Never have more than 1 (one) deposit in the safe at any point in time.
  5. Never deliver a deposit to the bank after dark.
  6. Never put two deposits in one bag.

**If you follow the guidelines above, you’ll find that a drive-in will NEVER have more than 1 (one) deposit in the safe at any point in time.**

**Repercussions for not following these guidelines:**

The GM/MP will be responsible for any deposits stolen or lost from the drive-in if the deposit wasn’t made at the appropriate time. The GM/MP responsibility does NOT end because their day’s off (or time off) or because Assistant Managers have been left in charge of making deposits. The GM/MP will be responsible for any deposits stolen or lost, including the last deposit that was made up, if proper security measures weren’t taken; i.e., delivering a deposit after dark, not putting the deposit in a sack, leaving the safe unlocked, etc. **The responsibility for making timely bank deposits is the GM/MP AT ALL TIMES!**

If the change fund (opening $) is stolen, and it was not held in the money safe, the GM/MP will be responsible for this loss of money.“Responsible” means that the GM/MP will reimburse the Drive-In for any moneys lost or stolen (according to these policies) through personal funds.

**Qualifications and Job Requirements:**

* High school diploma or equivalent required. Advanced studies in business, restaurant management, or related fields are preferred
* Minimum of three (3) years of restaurant management experience (QSR preferred), experience running shifts without supervision
* Knowledge of federal, state and local regulations and laws relating to employment and labor practices, Equal Employment Opportunity and wage and hour compliance
* Knowledge of recruiting, interviewing and selection practices
* Knowledge of federal, state and local health and sanitation laws and regulations
* Leadership and supervisory practices and skills
* Effective verbal and written communication skills
* Basic accounting and computer skills
* Time management and Organizational skills
* Problem solving, decision-making and conflict-resolution skills
* Ability to work at least 55 hours per workweek
* Ability to follow directions and to use restaurant planning tools
* Ability to work irregular hours, nights, weekends and holidays
* Ability to multi-task and prioritize
* Works with autonomy
* Complies with all Sonic Drive-In Policies and Procedures, and all health and sanitation laws and regulations
* Successfully completes and follows requirements of all STAR certification and other Sonic Drive-in training programs
* Continuous standing, bending, stooping, lifting, stretching and frequent over-head lifting will be required when staging, preparing or packaging menu items and/or cleaning