

# Job Description

**Title: GENERAL MANAGER**

**Reports to: Keweenaw County Park Trustee Board**

**Applications can be mailed to:**

Michigan Works  
902 Razorback Drive, Houghton, Michigan 49931

**Position will be posted until it is filled.**

## Summary of Position:

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General Manager – Historic Lodge nestled one mile from Copper Harbor, Michigan has an exciting opportunity for someone that likes to work in a fun and fast paced environment. Oversee a lodge with motel and cabins, a nine-hole golf course with a gift shop and a full-service bar, restaurant, and banquet facility. This is a year-round business open for the summer and winter season. Budget, oversee and coordinate the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

## Duties & Responsibilities:

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- Understand completely and enforce all policies, procedures, standards, specifications, guidelines and training programs.
- Meet financial objectives by developing annual budgets and forecasts, analyzing variances, initiating corrective actions and establishing and monitoring financial controls and strategies.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards while observing food safety and local health department rules and regulations.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.

- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with Lodge policies and procedures.
- Make employment and termination decisions.
- Fill in where needed to ensure guest service standards and efficient operations.
- Continually strive to develop your staff in all areas of managerial and professional development.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner. Meet monthly with the board and discuss financials and give a monthly update of operations.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Be knowledgeable of restaurant policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the Lodge, employees and guests.
- Contributes to the development of the Lodges annual marketing plan, capitalizing on all areas to increase revenues, improve image and build local and out of the area patronage.

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## **Qualifications & Education:**

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- Be 21 years of age.
- Be able to communicate and understand the predominant language(s) of the restaurant's trading area.
- Degree in Hotel and Restaurant Management or five years of progressive management experience in hotels/resorts or food and beverage operations.
- Have knowledge of service and food and beverage, generally involving at least three years of front-of-the-house operations and/or assistant management positions.
- Possess excellent basic math skills and have the ability to operate a cash register or POS system.
- Familiarity with food and beverage cost controls.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must have the stamina to work 50 to 60 hours per week.
- Ability to create, work with and supervise a cohesive team of Department Managers including, Dining/bar, Kitchen, Banquets, Golf Course, Maintenance, Housekeeping, Front Desk/office.

## **Compensation:**

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- Commensurate with experience
- Bonus package
- Vacation and health benefits



