**JOB DESCRIPTION**

**Job Title :** Asst. Relationship Manager (Asst. Area Manager) – Hyderabad

**Industry:** QSR

**Total No. Experience:**  2 to 5 years

**Age:** 28-35

**Qualification:** HSC or Graduate

**Professional Qualification:** Hotel Management

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| **Work Description/ Responsibilities** |
| 1. To continuously evaluate store staff and market scenarios in terms of training requirements of  the store and the need as per the market deliverables.  2. To build a team of efficient and competent set of workers that meet and follow our standards in  accordance to the Franchise needs. To help the Franchise around the Labour model as per the  company norms.  3. To ensure 100 % Operational Success in present stores  4. To achieve targets set by KOTI in terms of sales and purchase and to apply means to achieve  these targets. This includes the creativity applied to make sure the same is achieved. This also  includes planning for the Big Days and Festive season well in advance.  5. To conduct potential market surveys for new stores by following the New Store Feasibility  checklist as shared by the Management  6. To build and plan strategy for new stores in terms of Local Sales Marketing methods as per the  Franchise needs.  7. To take quick and spot decision to ensure operational smoothness. The decisions to be based on  the severity of the situations.  8. To take monthly meetings in the outlet which will be scheduled and noted to the Franchise.  Franchise to help in the expenses incurred.  9. To be a part of the monthly meetings and Quarterly Business Review and present the results of  the Month / Quarter went by and a plan for the next Month / Quarter  10. To discuss the monthly planner not including the unannounced visits so that the action plan of  any shortfall is noted to the Franchise as well  11. Meeting with the Franchise on a fort nightly basis to download the observations (normal /  critical) and the action plan made and implemented.  12. To conduct regular Closed Visit in high volume stores to make sure the operations are well  handled at peak hours.  13. To check Employee files with regards to the Company standards.  14. To help the Franchise Team understand the Ordering Trends and updating the Ordering  Calculator time and by for making sure the Stores are not stocked out and at the same time  Production is also at ease in terms of their projections.  15. To make sure that any Guest Concern raised at any of the Store is addressed to in 24 hours and  closed with Guest Satisfied. The GCIR to be send to the Management.  16. To be responsible for the maintenance of the following Licenses in the patch of stores handled  ***a)* Food Safety and Standards Authority of India (FSSAI)**  ***b)* Police Licence**  ***c)* Fire NOC**  ***d)* Health & Trade Licence**  ***e)* Public Performance Licence**  ***f)* Department of Labour** |
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